

CHRISTINA GOODNESS

PROFESSIONAL EXPERIENCE

CHIEF, INFORMATION MANAGEMENT UNIT, Office of the Under-Secretary-General, United Nations Depts. of Peacekeeping and Field Support, December 2011 – current

- Leads strategic planning for information sharing activities in global peacekeeping operations, supporting the Chief of Staff, DPKO-DFS. Researches, creates and implements policy, procedure and programme frameworks for peacekeeping information management practices. Plans, executes and monitors the performance of cross-cutting information and knowledge sharing initiatives including Intranet, core document repositories, data sharing initiatives, and collaboration tools in coordination with implementation stakeholders and partners for increased transparency and efficiency.
- Assesses information sharing programming, policy, practice, and tools in DPKO, DFS and missions. Creates subsequent implementation plans and monitors implementation of information sharing tools in post-conflict and post-disaster field environments. Facilitates remote and on-site support.
- Participates in and supports information and knowledge management planning in the Secretariat in coordination with the partners in ICT services, KM services and IM services.
- Manages the Unit work planning, budgeting, performance reporting and supervision of Unit within the Office of the Under-Secretary-General reporting to the Chief of Staff.

ADJUNCT PROFESSOR – New York University, 2010, 2011

- Led graduate seminars on: Open Government Data for practical guidance on handling information and knowledge for open and transparent governance; Information Technology and Social Justice for modern approaches to organizing and spreading information to enact social change; and Digital Identity and Evasion on modern digital identity practices, privacy, legal issues and globalization on identity data.

INFORMATION OFFICER – UN Dept. of Peacekeeping, Office of the Under-Secretary-General, Information Management Unit, 2007-2011

- Officer-in-Charge of Information Management Unit; Led innovative data visualization projects for decision support; coordinated with other Secretariat bodies on crisis information management policy and programming; supported projects driven by Security Council and UN field partners on crisis information policy and e-government approaches; and coordinated with peacekeeping field capacities to improve delivery of better information for monitoring and evaluation, including gender reporting and best practices development and including provision of services to live field operations in situ.
- Lean Six Sigma Black Belt specializing in business process improvements in reporting and data flow.

INFORMATION OFFICER – UN Dept. of Peacekeeping, Office of the Under-Secretary-General, Best Practices Section, 2004–2007

- Information Team Leader in Office of Change Management/Best Practices; led the creation of global Peacekeeping 2010 Information Management Strategy; creation of Peace Operations Intranet for knowledge-sharing amongst 100,000 field-based peacekeepers; founding team member in first KM programme in peacekeeping which included Communities of Practice and Best Practices Toolbox.
- Led information management activities and initiatives supporting knowledge management programme, including policy research, competitive analysis between governmental, military and private-industry actors, recommendations on tools to include in the KM toolbox and creation of an online library of best practices

VICE PRESIDENT – KNOWLEDGE STRATEGIES GROUP, NYC (company sold in 2002) 2000–2001

- Business analyst and new media manager for Fortune 500 clients. Worked directly with client senior management to define needs, led teams through strategic planning, budgeting, scheduling, development, design, quality assurance and communications of knowledge sharing and new media efforts for multi-channel technology projects (web/kiosk/mobile/Windows client).
- Established Marketing Team: Engaged in project leadership, competitive research, strategic planning, and online marketing campaign planning for high-end retail and international clients.

VICE PRESIDENT – i33 Communications/DMAD, NYC, 1997–2000

- Led interaction and coordination with senior-level managers (C-level) of client organizations in the development of new media business models and websites.
- Led vendor relationships through all aspects of new media development and communications.
- Managed marketing campaigns with major media co-branding partnerships.

PRESIDENT – RADIX DESIGN STUDIOS, NYC, 1996–1997

- Led user-centric design for new media and custom software projects for Fortune 500 clients. Founded company, led all communications and business development.

CREATIVE DIRECTOR – FLOW RESEARCH, NYC, 1995–1996

- Led user-centric design for new media and custom software projects for Fortune 500 clients.

EDUCATION

- Smith College, Bachelor. Liberal Arts
- New York University, Master. Telecommunications: Thesis on learning and intelligence systems
- Columbia University, summer studies in Journalism
- New York University, continuing studies in Statistics, Global Affairs

VOLUNTEER EXPERIENCE

- Institute for Technology and Social Change, Advisory Board (TechChange.org) 2010-2012 – Advised institute that trains leaders to leverage emerging technologies for sustainable social justice and change.
- SoBRO TEC 2005-06 Board Member – Advised National Science Foundation funded program to help high school students in economically disadvantaged neighbourhood.
- Women in Technology@NYU 2004-05 Founder – Founded research group in graduate school investigating role of gender in information technology, organizational member of United Nations INSTRAW (un-instraw.org) GAINS Network.
- The Producers Project: 2004-05 Teacher. Taught documentary filmmaking classes at NYU to under-served NYC youth.
- V-Day Foundation: 2001 Media Coordinator Stop Rape contest, V-Day in Madison Square Garden. Coordinated and managed on-site multimedia presentations for over 100 worldwide contestants of the Stop Rape initiative to find innovative methods to end gender violence.
- Nuoc.org Marketing and Web Producer: 1999-2006 Supported documentary film tracking the effects of war on a single large family divided by the war for independence in Viet Nam. Filmed in Vietnam and the United States.

AWARDS & HONORS

- United Nations UN21 Award Finalist, Peacekeeping Strategic Management System, 2012
- New York University Interactive Telecommunications Program Departmental Fellowship
- Smith College President's Prize for Promotion of the Smith Design in Social Justice
- Smith College Full Academic Scholarship