

CYNTHIA J. BARBOZA-WILKES

Sol Price School of Public Policy
University of Southern California
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EDUCATION

- Ph.D. in Public Policy & Management, University of Southern California** 2017 - 2022
- Fields: Organizational Behavior, Critical Race Theory & Intersectionality
 - Dissertation: Reproducing Inequity in Organizations: Gendered & Racialized Emotional Labor in Public Organizations
 - Committee: Lisa Schweitzer (chair), William Resh, Christine Beckman
- B.A. in Political Science, Stanford University** 2009

WORK EXPERIENCE

- Evaluation Specialist, U.S. Office of Evaluation Sciences** 2022 - present
- Responsible for designing and implementing end-to-end policy and program evaluations to support federal government learning agendas
- Postdoctoral Research Fellow, Civic Leadership Education and Research (CLEAR)** 2022 - present
- Supporting research and education initiatives targeting government and non-profit workforce questions
- Graduate Research Assistant, University of Southern California** 2017-2022
- Civic Leadership Education and Research (CLEAR) Initiative
 - Sol Price Center for Social Innovation
 - Annenberg Research Network on International Communication
- Director of Client Engagement & Behavior Designer, engagedIN Design Firm** 2014-2017
- Responsible for qualitative and quantitative research, intervention design, and program evaluation for clients
 - Behavior designed products, services, and communications with neuroscience-based market research to increase engagement
- Enterprise Implementation & Adoption (Contractor), Heighten Software** 2015-2016
- Responsible for new customer implementation, customer success analytics, and customer advocacy
 - Provided user engagement research & analysis to cross-functional leadership teams
- Personal Development Lead (Contractor)** 2014-2015
- Designed & taught leadership development curriculum emphasizing organizational behavior, group dynamics, and positive psychology
- Sr. Enterprise Business Development, Responsys (acquired by Oracle)** 2013-2014
- Exceeded quota every quarter selling marketing automation software solutions to C-Level executive at enterprise B2C companies
 - Deigned and implemented General Business to Enterprise Transition Program, now adopted across WW Sales Organization

CYNTHIA J. BARBOZA-WILKES

Professional Athlete, US Olympic Committee - USA Volleyball

2003-2013

- Competed internationally as a USA National Team Member & Pan American Team Captain
- Competed in professional seasons overseas in Shiga, Japan ('09-'10), Krasnodar, Russia ('10-'11), Modena, Italy ('11-'12), and Ufa, Russia ('12-13)

PEER REVIEWED MANUSCRIPTS

- Barboza-Wilkes, C., Le, T., Turesky, M.** (2022). Emotional Socialization in Times of Disruption: A Mixed-Methods Case Study of Emotional Labor among Nonprofit Employees During COVID-19. *Conditionally Accepted as a Chapter in volume 18 of Research on Emotion in Organizations (REOM).*
- Barboza-Wilkes, C., Resh, W.G., Gonzales, E.** (2022). The Emotional Toll of the COVID-19 Crisis on Local Government Workers. *Review of Public Personnel Administration*
[.https://doi.org/10.1177/0734371X221108501](https://doi.org/10.1177/0734371X221108501)
- Barboza-Wilkes, C., Le, T., Resh, W.G.** (2022). Deconstructing Burnout at the Intersections of Race, Gender, and Generation in Local Government. *Journal of Public Administration Research and Theory*.
<https://doi.org/10.1093/jopart/muac018>
- Le, T. & **Barboza-Wilkes, C.** (2022). How the Paradoxical Treatment of Asian Americans as Model Minorities and Perpetual Foreigners Shape Their Burnout Experiences in Local Government. *Public Integrity*. <https://doi.org/10.1080/10999922.2022.2071516>
- Barboza-Wilkes, C., Thai V. Le, William Resh** (2021). An Intersectional Approach to Studying Burnout in Local Government. In Sonia Taneja (Ed.), Proceedings of the Eighty-first Annual Meeting of the Academy of Management. Online ISSN: 2151-6561.
- Resh, W. G., **Barboza-Wilkes, C.**, and Marvel, J. D. (2021). Red Tape, Prospect Theory, and a Willingness toward Citizen Engagement. *Public Management Review*.
<https://doi.org/10.1080/14719037.2021.1912817>
- Resh, W. G., **Wilkes, C.**, and Moordian, C. (2020). Unpaid Work? Emotional Labor Assessments and Episodic Recall Bias in Public Engagement. *Journal of Behavioral Public Administration*, 3(2).
<https://doi.org/10.30636/jbpa.32.138>

MANUSCRIPTS UNDER REVIEW

- Barboza-Wilkes, C. & Bray, S.** (n.d.). When the webcam turns off: Women's fluctuating emotional resources within and outside online work meetings. *Under review at Communication Research.*
- An, B., **Barboza-Wilkes, C.**, & Resh, W. G. (n.d.). Applying an Intersectional Understanding of Extra Work Behavior and Emotional Exhaustion in Local Public Service. *Under review at Journal of Organizational Behavior.*
- Barboza-Wilkes, C., Le, T., Resh, W.G.** (n.d.). How Self-Determination Theory Informs Burnout Vulnerability in Local Government.

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MANUSCRIPTS IN PROGRESS (WORKING PAPER AVAILABLE UPON REQUEST)

Turesky, M., **Barboza-Wilkes, C.**, Le, T. (n.d.) Integrating Emotional Justice as Planning for Racial Justice.

Barboza-Wilkes, C. (n.d.) Emotions, Power, and Trust in Collaborative Governance: A Qualitative Exploration of the Promise Zone Network.

Barboza-Wilkes, C. & Beckman, C. (n.d.) The Emotional Costs of Remote Work Arrangements.

Barboza-Wilkes, C. (n.d.) Hidden Emotional Burdens: Mixed-methods measurement of unacknowledged interpersonal dynamics.

Barboza-Wilkes, C. (n.d.) Emotional Labor at the Intersections of Identities: An assessment of differential emotional labor experiences in local public service.

Barboza-Wilkes, C. (n.d.) The Emotional Toll of COVID-19: A longitudinal study of burnout in local government at the onset of the pandemic.

ADDITIONAL PUBLICATIONS (NOT PEER-REVIEWED)

Barboza-Wilkes, C. & Castells, M. (2018). Globalization Attitudes and Support for Trump in 2016.

Published online as a supplementary analysis on the website for the July 2018 release of Manuel Castells' book on the Trump election.

CONFERENCES

Presenter, Academy of Management Conference 2021

- An Intersectional Approach to Studying Burnout in Local Government

Presenter, Association of Internet Researchers (AoIR) 2021

- Abruptly online: Public employees' adaptation to virtual communication in times of crisis

Presenter, National Communications Association Conference 2021

- When the webcam turns off: Women's fluctuating emotional resources within and outside of online work meetings

Presenter, Public Administration Review (PAR) Symposium 2020

- Applying an Intersectional Understanding of Extra Work Behavior and Emotional Burnout in Local Public Service

Presenter, Public Administration Review (PAR) Symposium 2018

- Using Behavioral Insights to Connect Research on Red Tape, Administrative Burden, and Regulation

CYNTHIA J. BARBOZA-WILKES

SELECTED HONORS & AWARDS

Recipient, Diversity, Access, and Inclusion (DIA) Fellowship 2017 - 2022

Academy of Management Conference: Best Paper Category, Gender & Diversity in Organizations Division 2021

- An Intersectional Approach to Studying Burnout in Local Government

D.L. Gabard Endowed Fund for Sexual Orientation Policy Issues Award Recipient 2021

LEADERSHIP EXPERIENCE

Diversity, Equity, & Inclusion (DEI) Representative, Price PhD Association 2020 - present

- Member of PhD Association Leadership team
- Responsibilities: Representing the views of PhD students/candidates on the Price DEI Committee

Price Diversity, Equity, & Inclusion (DEI) Curriculum Sub-Committee 2021 - present

- Member of DEI Steering Committee
- Responsibilities: Auditing and developing Price School curriculum to reflect diverse perspectives and integrate critical theory

Diversity, Equity, & Inclusion (DEI) Committee Member, USA Volleyball 2020 - present

- Member of the advisory group to USA Volleyball
- Responsibilities: Representing the views of current and former national team athletes

TEACHING EXPERIENCE

Instructor of Record: PPD 225: Public Policy and Management (Spring 2021 - online)

- Learning Experience Evaluations: 3.952/4

Teaching Assistant Positions

- PPD 225: Public Policy and Management (Professor: Dr. Robert Jackman)
- PPD 240: Citizenship and Public Ethics (Professor: Dr. William Resh)
- PPD 558: Multivariate Statistical Analysis (Professor: Dr. Emma Aguila)

REVIEWER

Journal of Behavioral Public Administration (JBPA)

International Journal of Environmental Research and Public Health

Review of Public Personnel Administration (ROPPA)

Journal of Social Psychology

CERTIFICATIONS

Certificate: Mediation and Dispute Resolution, UC Hastings School of Law	2014-2015
Certificate: Behavior Design, BJ Fogg Persuasion Bootcamp, Stanford	2013-2015
Certificate: High Performance Leadership, Cornell University	2010-2011
Certificate: Managing for Execution, Cornell University	2010-2011
Certificate: Change Leadership, Cornell University	2010-2011

REFERENCES

Dr. Lisa Schweitzer

Professor of Urban Planning & Gender Studies
University of Southern California

lschweit@usc.edu

Dr. Christine Beckman

Price Family Chair in Social Innovation and Professor of Public Policy
University of Southern California

cbeckman@usc.edu

Dr. William Resh

C.C. Crawford Professor in Management and Performance
University of Southern California

wresh@usc.edu