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Education:

Ph.D., New York University, Fall 2009, Program in American Studies.

Dissertation: “Phoning It In: Self-Service, Telecommunications, and New Consumer Labor.” Advisor: Andrew Ross; committee: Anna McCarthy, Toby Miller (University of California-Riverside), Dan Schiller (University of Illinois), Marita Sturken.

Areas of specialization: media and communications history; work and labor studies; U.S. cultural politics; and global political economy.

M.A., New York University, Draper Program in Humanities and Social Thought, January 2002.

Master’s Thesis: “Reach Out and Save Someone: Birth of the Hotline.” Thesis advisor: Andrew Ross.

B.A., University of Illinois at Urbana-Champaign, English, May 1996.

Publications:

- 2009 “Whose Right to Decide? Union Busting at NYU and the Future of Campus Governance,” with Susan Valentine, in *Dangerous Professors: Academic Freedom and the National Security Campus*, edited by Malini Johar Schueller and Ashley Dawson, University of Michigan Press.
- 2008 *The University Against Itself: The NYU Strike and the Future of the Academic Workplace*, coeditor with Monika Krause, Molly Nolan and Andrew Ross, Temple University Press.
- 2007 “Beyond the Picket Line: Academic Organizing after the Long NYU Strike: Introduction to the Special Issue,” guest editor, *Workplace: A Journal of Academic Labor*, vol.14, no.1 (May), 1-8.
- 2006 “Outsourcing, Self-Service and the Telemobility of Work,” *Anthropology of Work Review*, vol. 27, no. 2 (Fall), 1-9.
- 2004 Review of *Voice Over: The Making of Black Radio* by William Barlow, *Journal of Radio Studies*, vol. 11, no.1.
- 2000 Columnist, “Potshots at the Pundits: Covering the Coverage,” SportsGeekMagazine.com

Presentations:

- 2009: Invited panelist, "New Struggles in the University Economy," University of North Carolina at Chapel Hill, February.
- 2008: "From ATMs to the Airport: Self-Service Kiosks and the Mobility of Work," Mediating Affective Labor: Knitting, Moving, Sitting, Flying, National Communication Association Annual Conference, San Diego, CA, November.
- 2007: "From Dialing to Data Entry: Touch-Tone Phones, ATMs and the Automation of Customer Service," Union for Democratic Communication Annual Conference, Vancouver, B.C., November (*in absentia*).
- 2006: Invited panelist, "Challenging the Corporate University: The NYU Strike, 2005-2006," American Studies Association Annual Meeting, Oakland, CA, October.
- 2006: Invited panelist, "Academic Freedom and Labor," Left Forum Conference, NYC, NY, March.
- 2004: "Working on Communications' Labor Problem," Problematizing Communications: Michel Foucault and the Pragmatics of Concepts, National Communication Association Annual Conference, Chicago, IL, November.
- 2004: "Downsizing, Outsourcing and the Consumption of Work," The Offshoring of White-Collar and Professional Work: Views from the US and India, American Anthropological Association Annual Conference, San Francisco, CA, November.
- 2004: "Outsourcing Solidarity," After Telephony: New Perspectives on Tele-Commuting and Tele-Communication, Crossroads in Cultural Studies Fifth Annual Conference, Champaign, IL, June.
- 2003: "Phoning Alone: Talk Radio, Domestic Labor and the Cultural Citizenship of Angry, White Men," Participating in Mass Media: Consumption, Gender and the Production of Citizenship, convened panel to include Mark Andrejevic, James Hay, Toby Miller and Laurie Ouelette, American Studies Association Annual Conference, Hartford, CT, October.
- 2002: "Housewives on Hotlines: Activism, Volunteerism, and Community Communication," Redirecting Communication Theory to Reactivate Political Action, National Communication Association Annual Conference, New Orleans, LA, November.
- 2001: "Rosie the Riveter meets Rosa Parks: Housewives, Hotlines and Community Mental Health," Rethinking Grassroots: Neoliberalism, Control Societies and New Figures of Contestation, National Communication Association Annual Conference, Atlanta, GA, November.
- 2001: "Reach Out and Teach Someone: Operators and Proper Telephone Use," Communications and/as Governance, International Communication Association Annual Conference, Washington, D.C., May.

Teaching Employment:

- 2008-present: Assistant Professor of Media and Technology Studies, Department of Communication Studies, University of North Carolina at Chapel Hill.

- 2007: Adjunct Professor, "Work, Culture and Politics of New York City," Union Semester Program, Joseph S. Murphy Institute for Worker Education and Labor Studies, City University of New York.
- 2006: Adjunct Professor, "Introduction to Metropolitan Studies," College of Arts and Sciences, NYU.
- 2005: Adjunct Professor, "The Cultural Politics of Global News Media," Gallatin School of Individualized Study, NYU.
- 1998: Instructor of English Composition, Illinois State University, Normal, IL.
- 2007: Guest lecturer, "Concepts in Social and Cultural Analysis," Collge of Arts and Sciences, NYU, October.
- 2004: Guest lecturer, "Interdisciplinary Perspectives on Metropolitan Studies," CAS, NYU. March.
- 2004: Guest lecturer, "Global Communications," Metropolitan Studies, NYU. February.
- 2001: Guest lecturer, "Introduction to Mass Media," Rutgers University-Newark. April.
- 2007: Teaching Assistant, Department of Social and Cultural Analysis, CAS, NYU.
- 2003-2006: Teaching Assistant, Metropolitan Studies Program, CAS, NYU.
- 1999-2001: Tutor in English Composition, Parsons School of Design, New School University.
- 1996-1997: Instructor of English, NOVA Intercultural Institute, Tokyo, Japan.

Awards and Recognition:

- 2007: Penfield Prize, American Studies, NYU
- 2006: Nominee, President's Service Award, NYU
- 2003: Travel Grant, Graduate School of Arts and Sciences, NYU
- 2001-2006: McCracken Fellowship, GSAS, NYU.
- 2000: Tuition Scholarship, Draper Program in Humanities and Social Thought, NYU.
- 1993-1995: Dean's List, University of Illinois at Urbana-Champaign.
- 1991: President's Scholarship, University of Illinois.

Memberships, Service and Committee Work:

American Studies Association
 International Communication Association
 National Communication Association
 Union for Democratic Communication
 New York Metro American Studies Association,
 Executive Committee Member, 2002-2004
 Organizing Committee, 2003 Annual Conference, "The Meaning of Things: Ordinary and Extraordinary Objects in American Culture," November.
 Organizing Committee, Book Salon series, 2003, 2004

NYU American Studies Student Committee, 2002-2003; 2007
Organizing Committee, "Humanities or Human Resources? Ethnic
Studies and Labor in the Corporate University."
Organizing Committee, 2003 Panel Series, "State Terror."
Organizing Committee, 2002 Speaker Series "Re/configuring American
Studies."
UAW Local 2110
UAW Staff Organizer, 2006-07
Chairperson, Graduate Student Organizing Committee (GSOC), 2004-7
University of North Carolina at Chapel Hill, Dept. of Communication Studies
Undergraduate Studies Committee, 2008-2010
University of North Carolina at Chapel Hill
Volunteer Judge, University Research Day, Spring 2009