

## William Hastings Allendorfer

Marshall, MO | 870-926-9533 | will.allendorfer@gmail.com | <https://willallendorfer.com>

### Professional Summary

Detail-oriented AI Content Specialist and linguistics expert with a Ph.D. in Second Language Studies. Demonstrated experience evaluating AI-generated content, engineering prompts, and documenting response trends. Proven ability to adapt style, tone, and voice by developing AI agents with varied personalities and producing specialized training content. Skilled in cross-functional project management, data analysis, and reporting performance metrics using tools like MS Office and Google Suite.

### Education

- **Indiana University**, Bloomington, IN
  - Ph.D. in Second Language Studies with an individualized minor in Computer-Mediated Communication (June 2020).
- **West Virginia University**, Morgantown, WV
  - M.A. in TESOL with a minor in Linguistics (May 2008).
- **University of Memphis**, Memphis, TN
  - B.A. in English (Applied Linguistics-ESL) with a minor in German (May 2005).

### Work Experience

- **Cynet Systems** (Remote) — *AI Content Specialist* (April 2024–February 2026)
  - Engineered, refined, and tested curated prompts to evaluate the effectiveness and potential flaws of artificial intelligence models.
  - Evaluated AI-produced content against rigorous assessment metrics—including relevance, factuality, and safety—and applied evaluative criteria based on client requests.
  - Produced high-quality editorial content to strict specifications intended to train artificial intelligence.
  - Identified and documented trends in artificial intelligence response errors to support ongoing data analysis and reporting.
  - Review the evaluations made by other content specialists, score those evaluations, and make improvements as necessary.
  - Managed cross-functional quality assurance by reviewing, scoring, and improving the evaluations and curated prompts developed by other content specialists.
- **Integral Resources LLC** (Remote) — *Dialing Platform Administrator* (November 2024-May 2025)
  - Train agents to use Alvaria and Voxco platforms.
  - Design and implement an evaluation form for monitoring agents.
  - Installation and technical support for Alvaria, Harmony VPN, Voxco, and Zoiper.
  - Maintained agent databases and utilized MS Office for data management and reporting.
  - Designed, implemented, analyzed, and reported performance metrics to evaluate agents and determine dialer list implementation.

- Developed AI agents with varied personalities using PitchMonster, demonstrating strong writing skills and the ability to adapt style, tone, and voice for virtual callers.
- Design learning materials, including videos and assessments, for the company LMS.
- Manage dialer lists on calling platforms: Readymode and Voxco.
- Troubleshoot issues with the dialing platform: Readymode and Voxco.
- **Integral Resources LLC** (Remote) — *Polling Supervisor* (November 2024-May 2025)
  - Train agents to use Alvaria and Voxco platforms.
  - Installation and technical support for Alvaria, Harmony VPN, Voxco, and Zoiper.
  - Use Readymode (formerly Xencall) CRM for inbound and outbound calls.
  - Maintained agent databases and utilized MS Office for data management and reporting.
  - Design, implement, analyze, and report performance metrics to evaluate agents .
  - Developed AI agents with varied personalities using PitchMonster, demonstrating strong writing skills and the ability to adapt style, tone, and voice for virtual callers.
  - Design learning materials, including videos and assessments, for the company LMS.
  - Managed cross-functional projects by creating and editing editorial content, including questionnaire scripts tailored to client expectations.
- **Integral Resources LLC** (Remote) — *Paid Solicitor* (February-July 2024)
  - Perform outbound calls to solicit contributions as a professional fundraiser.
  - Receive inbound calls to solicit contributions as a professional fundraiser.
  - Collect credit card payments.
  - Use Readymode (formerly Xencall) CRM for inbound and outbound calls.
- **Missouri Valley College** (Marshall, MO) — *Assistant Professor, English as a Second Language* (Fall 2022–May 2024)
  - Design course structures, materials, and syllabi.
  - Courses Taught: Intermediate Reading, Intermediate-Advanced Writing, and Advanced Conversation.
  - Conduct placement testing (Prepare materials, proctor, score, compile, report).
  - Independently instruct classes and assess students.
  - Hold office hours weekly and by appointment.
  - Attend faculty meetings.
- **Arkansas State University** (Online) — *Part-Time Instructor, Online English Preparation Program* (Summer 2022)
  - Independently instruct classes and assess students.
- **Syracuse University** (Online) — *Part-Time Instructor, Languages, Literatures, and Linguistics* (Fall 2020)
  - Design course structures, materials, and syllabi.
  - Courses Taught: ENL 207 (Advanced integrated skills course focusing on academic writing and reading, emphasizing paragraph organization and development, complex sentence structures, reading skills, and vocabulary) and CAS 200 (Intermediate-Advanced course on Understanding Contemporary U.S. Cultures).
  - Independently instruct classes and assess students.
  - Hold office hours weekly and by appointment, and attend faculty meetings.

- **Indiana University** (Bloomington, IN) — *Associate Instructor (AI), English Language Improvement Program* (2013–2018)
  - Design course structures, materials, and syllabi.
  - Courses Taught: Academic Literacy Development Level 3 (focused on developing useful revision and editing strategies to increase accuracy in writing and integrating academic texts), Academic Literacy Development Level 2 (focused on developing clarity in students' academic writing and increasing reading comprehension of academic texts), and W131 ML (Freshman-level Multilingual English Composition focusing on writing genres, proper MLA citation, and introductory research).
  - Independently instruct classes and assess students, hold office hours, attend faculty meetings, and substitute as needed.
- **Excelsior College** (Online) — *Course Instructor, English Department* (2012–2016)
  - Courses Taught: ENG101 (Basic composition focusing on writing genres, proper APA/MLA citation, and introductory research) and ENG201 (Bibliographic composition focusing on argumentative essays, proper APA citation, and manuscript preparation).
  - Independently instruct and assess students, hold regular office hours and appointments, and participate in weekly discussions.
- **Indiana University** (Bloomington, IN) — *Assistant to the Director, Center for Computer-Mediated Communication* (2014–2015)
  - Assisted in the organization, planning, and operation of events for the Center.
  - Recruited and managed volunteer workers for the Center's Symposium.
  - Designed graphics for and assisted in troubleshooting issues with the Center's website.

### Conference Papers/Presentations

- Allendorfer, W. H. (2024, October). Situational elicitations: Developing grounded scenarios for pragmatics production studies. *22nd International Conference on Pragmatics and Language Learning*. Bloomington, IN.
- Allendorfer, W. H. (2021, October). Situational elicitations: Developing grounded scenarios for pragmatics research. *5th International Conference of the American Pragmatics Association*. Vancouver, Canada (Conference Canceled).
- Allendorfer, W. H. (2021, March). Collecting situation-bound utterances from conventional scenarios of use. *American Association for Applied Linguistics (AAAL) 2021 Virtual Conference*. Online.
- Allendorfer, W. H. (2020, April). Situational elicitations: Developing grounded scenarios for production studies. *20th International Conference on Pragmatics and Language Learning*. Bloomington, IN (Conference Canceled).
- Allendorfer, W. H. (2018, November). Situational elicitation: Establishing Situation-Bound Utterances and L2 applications. *4th International Conference of the American Pragmatics Association*. Albany, NY.
- Allendorfer, W. H. (2017, November). Problematizing writing prompts. *INTESOL 2017*. Indianapolis, IN.

- Allendorfer, W. H. (2016, November). #NotInMyName: A disavowal speech act on Twitter. *3rd International Conference of the American Pragmatics Association*. Bloomington, IN.
- Allendorfer, W. H., & Herring, S. C. (2015, October). ISIS vs. the U.S. Government: A war of online video propaganda. *Selected Papers of Internet Research 16: The 16th Annual Meeting of the Association of Internet Researchers*. Phoenix, AZ.
- Connolly, M., Burghardt, B., Allendorfer, W., Butryn, S., Swanson, K. (2015, November). Cite this! Plagiarism in the L2 classroom. *INTESOL 2015*. Indianapolis, IN.

### Publications

- Allendorfer, W. H., & Herring, S. C. (2015). ISIS vs. the U.S. government: A war of online video propaganda. *First Monday*, 20(12-7, December).

### Skills

- **AI & Content Expertise:** Prompt Engineering, LLM Evaluation (Relevance, Factuality, Safety), Editorial Content Creation, Tone & Voice Adaptation, Google AI platforms (VertexAI, Gemini), PitchMonster.
- **Data & Analytics:** Data Analysis and Reporting, Performance Metrics Evaluation, MS Office, Google Suite (Google Sheets/Excel), SQL, Python.
- **Project Management:** Cross-functional collaboration, CRM software (Readymode, Voxco), Learning Management Systems (Canvas, Blackboard, Moodle).
- **Languages:** Native English, Advanced German, Low intermediate Arabic, Beginner Japanese.

### Professional Service

- Commission on English Language Program Accreditation (CEA) training and Volunteer peer reviewer (2022–Present).
- Technical support director - American Pragmatics Association Conference (Bloomington, IN, 2016).

### Awards Received

- Dean's List: West Virginia University (2006–2008).
- Certificate of Appreciation: Islamic Center of Morgantown (2006).
- National Merit Scholar & Dean's List: University of Memphis (2000, 2002–2005).

### Additional Work-Related Experience

- Chess club faculty advisor & ACT Test Coordinator at Missouri Valley College (Marshall, MO, 2022–2024).
- Website Maintenance for Instructed SLA Lab IU (Bloomington, IN, 2017–2018).
- Moderator SLS Graduate Student Organization (Bloomington, IN, 2014–2016).
- Arkansas State University CEA committee member (Jonesboro, AR, 2009–2010).