

William Hastings Allendorfer

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Professional Summary

Dedicated educator and linguistics specialist with a Ph.D. in Second Language Studies and extensive experience designing, instructing, and assessing reading and writing curricula. Adept at developing targeted ELA assessments, engaging literacy activity packets, and tiered writing materials tailored to meet the distinct proficiencies, cultural backgrounds, and educational needs of a diverse student body. Strong background in academic composition, reading comprehension, and modern language technologies, including AI content evaluation.

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).

Academic & Teaching Appointments

- **Missouri Valley College** (Marshall, MO) — *Assistant Professor, English as a Second Language* (Fall 2022–May 2024)
 - Facilitated the academic integration and retention of a diverse, international student body by designing and delivering targeted instructional programs.
 - Administered and managed comprehensive placement testing, evaluating incoming students to ensure accurate program alignment and maximize student success.
 - Maintained regular office hours to actively mentor students, troubleshoot academic challenges, and provide individualized support.
 - Collaborated with cross-functional faculty and participated in departmental meetings to align instructional goals with broader university initiatives.
- **Arkansas State University** (Online) — *Part-Time Instructor, Online English Preparation Program* (Summer 2022)
 - Delivered online English preparation coursework and graded student assignments.
- **Syracuse University** (Online) — *Part-Time Instructor, Languages, Literatures, and Linguistics* (Fall 2020)
 - Designed 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).
 - Guided online learners through intermediate and advanced coursework, assessing their mastery of academic writing and contemporary U.S. cultural concepts.
- **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).
 - Guided non-native speakers through the foundational writing process, actively assessing their progression from academic literacy development to university-level multilingual composition.
- **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).
 - Assessed foundational and bibliographic composition skills, providing individualized feedback through regular online appointments and active facilitation of weekly discussion forums.
- **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.

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).
- Arkansas State University CEA committee member (Jonesboro, AR, 2009–2010).

Industry & Technical Experience

- **Cynet Systems** (Remote) — *AI Content Specialist* (April 2024–February 2026)
 - Evaluated and scored the performance of peer specialists, providing actionable feedback and making necessary improvements to ensure high-quality output and team accuracy.

- Designed and deployed comprehensive educational training materials, including video presentations and assessments, to support employee development and onboarding.
- Analyzed complex data sets to identify, document, and report on performance trends and system errors.
- Adapted and engineered communication strategies based on shifting client requests and strict evaluative criteria.
- **Integral Resources LLC** (Remote) — *Polling Supervisor and Dialing Platform Administrator* (July 2024-May 2025)
 - Supervised and trained a remote team of agents on high-volume communication platforms (Alvaria, Voxco), providing ongoing coaching to ensure effective outreach strategies.
 - Developed, implemented, and analyzed performance evaluation metrics, using operational data to conduct staff reviews and optimize team lead performance.
 - Managed CRM databases and automated dialing lists, streamlining workflows to maximize daily contact rates and overall team efficiency.
 - Designed and deployed comprehensive learning materials, including training videos and assessments, for the company Learning Management System (LMS) to support continuous staff development.
 - Leveraged AI technologies (PitchMonster) to create simulated caller profiles, allowing staff to practice and refine their communication and engagement scripts.
- **Integral Resources LLC** (Remote) — *Paid Solicitor* (February-July 2024)
 - Executed high-volume inbound and outbound communication to build rapport, identify client needs, and successfully secure financial commitments.
 - Utilized CRM software (Readymode) to accurately track daily interactions, manage lead progression, and maintain highly confidential records.
 - Demonstrated adaptability and resilience in a fast-paced, target-driven remote environment.

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.

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

- **Languages:** Native English, Advanced German, Low intermediate Arabic, Beginner Japanese.
- **Programming & Tech:** Low intermediate Python and SQL (Jupyter and Snowflake notebooks), MS Office / Google Suite, CRM software (Readymode, Voxco), Web page design, creation, and maintenance.
- **Instructional Tech:** Computer Assisted Language Learning (CALL) program development, instruction, and assessment, E-learning, Learning Management Systems (Oncourse, Blackboard, Canvas, Moodle), Chats, Discussion Boards, and Blogs.
- **General/Hardware:** Expert skills with IBM-compatible computers, Advanced skills with Macintosh computers, Advanced technical support skills, Peripheral hardware, Graphic design, video production, Audio and music production.
- **AI & Content Expertise:** Prompt Engineering, LLM Evaluation (Relevance, Factualty, Safety), Editorial Content Creation, Tone & Voice Adaptation, Google AI platforms (VertexAI, Gemini), PitchMonster

Awards Received

- Dean's List: West Virginia University (2006–2008).
- Certificate of Appreciation: Islamic Center of Morgantown (2006).

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).
- Guest Lecturer at the University of Eichstaett (Eichstaett, Germany, 2006).