

**FRANCESCA M. ROMPAL, MA**

Ventura County, CA • 805-407-7248

[frompal@gmail.com](mailto:frompal@gmail.com)

**DIGITAL TOOLS & PLATFORMS**

---

**Productivity & Office Suites:** Microsoft Office (Word, Excel, PowerPoint), Google Workspace (Docs, Sheets, Slides, Drive)

**CRM & Data Systems:** Salesforce, EHR platforms, SaaS applications (workflow automation, client engagement, scheduling, data management), NetBase, Brandwatch, Meltwater, Dash Hudson (social listening & analytics)

**Learning Management Systems:** Canvas, Brightspace (course delivery and gradebook management, lesson planning), Udemy, Coursera (course design and development, student engagement)

**Web & Content Management:** Squarespace (site design, copywriting/editing, content creation), Meta Business Suite, Instagram, Pinterest, LinkedIn, Substack (professional branding, writing, visual storytelling, copy, audience engagement), NetGalley (advance review submission)

**Design & Media:** Canva (presentations, social assets, educational materials, portfolios), Squarespace (campaign design, article publishing/distribution)

**Communication & Collaboration:** Zoom, Slack, Microsoft Outlook & Teams, Google Workspace, Trello, Dropbox, Calendly, Canva (collaborative design)

**AI Integration:** Skilled in AI-driven workflows and individualized prompt engineering to streamline research, content, programming, and development

**EDUCATION**

---

**M.A. – Sociology** **May 2024**  
**Arizona State University • Tempe, AZ**  
*AKD Int'l Honor Society*

**B.A. – Sociology** **December 2022**  
**California State University San Marcos • San Marcos, CA**  
*Cum Laude*

**A.A. – Political Science** **August 2021**  
**Oxnard College • Oxnard, CA**  
*Honors*

**A.A. – Sociology** **May 2021**  
**Oxnard College • Oxnard, CA**  
*Honors*

**A.A. – Anthropology** **May 2021**  
**Oxnard College • Oxnard, CA**

*Honors*

**A.A. – Social & Behavioral Sciences**  
**Oxnard College • Oxnard, CA**

**May 2021**

*Honors*

## **CONFERENCES & PRESENTATIONS**

---

**American Sociological Association**  
**120th Annual Meeting • Chicago, IL**

**August 2025**

- Sociology in Practice Settings Symposium:
- Presenter – Advancing Sociological Practice through Computational Research and Community Engagement (Lightning Round)
  - *“Reconnecting the Pieces: Building Social Capital to Address Fragmented Social Systems”*
- Presider – Application of Sociological Perspectives in the Development of Non-Academic Research

## **PROFESSIONAL SERVICE & AFFILIATIONS**

---

**Board Member**

**2025 - Present**

**Studio Channel Islands Art Center • Camarillo, CA**

- Supporting strategic planning and community partnership development within Ventura County
- Assisting with social media management and outreach for the *Land + Sky* exhibition and concert

**Lifetime Member**

**Inducted - 2024**

**Alpha Kappa Delta Sociology Honor Society • International**

**Member**

**2024 - Present**

**American Sociological Association • USA**

## **RESEARCH EXPERIENCE**

---

**Socio Sphinx Collective • [sociosphinx.org](https://sociosphinx.org)**

*Est. September 2024*

- Established a 501(c)(3) Nonprofit Organization centered on behavioral and mental health equity, emphasizing sociological research, community-based inquiry, and advocacy
- Oversaw the full federal registration process, including EIN acquisition, Articles of Incorporation, and successful IRS approval of Form 1023-EZ for federal tax-exempt status
- Conduct qualitative and informal ethnographic research through community engagement, gathering insights to inform advocacy briefs and policy proposals
- Designed and manage the organization's Squarespace website, including structure, content writing/editing, and blog article publication reflecting sociocultural analysis
- Identify grant and funding opportunities, craft tailored proposals, and build relationships with prospective donors to support ongoing research and programming

**Innovation Proposal: Mental Health and Substance Abuse Rehabilitation for the Currently and Formerly Incarcerated**

*Arizona State University, Summer 2023*

**Gender Socialization in Children**

*California State University San Marcos, Fall 2022*

## **RELATED PROFESSIONAL EXPERIENCE**

---

### **Community Outreach Coordinator** **2025 - Present** **Fox Therapy Services • Westlake Village, CA**

- Lead strategic community outreach for a multidisciplinary pediatric therapy clinic, focusing on relationship-building with providers, schools, and community organizations
- Cultivate and maintain referral networks with pediatricians, specialists, educators, and regional centers to support early developmental intervention
- Represent the organization at local events and initiatives to increase brand visibility and drive client acquisition
- Manage and create content for all social media platforms, aligning brand voice with family engagement
- Design and distribute targeted marketing materials to promote speech, occupational, and ABA therapy services
- Collaborate cross-functionally with clinical and administrative teams to ensure warm lead conversion and follow-up care
- Track outreach efforts, analyze engagement data, and refine strategies to align with growth and community impact goals
- Champion a strengths-based, family-centered approach to developmental care and advocacy through public-facing engagement

### **Case Manager II** **2024 - 2025** **Telecare Corporation • Camarillo, CA**

- Providing direct support and case management for adults with serious mental illness (SMI) and co-occurring disorders in a 15-bed residential program, assisting clients in recovery and transitioning to independent living
- Facilitating psychoeducational and recovery-based group planning and execution, incorporating client input and utilizing instructional design to create engaging and therapeutic sessions
- Conducting daily client check-ins, hourly rounds, and compose comprehensive progress notes detailing emotional, mental, and functional status
- Overseeing client participation in daily chores, food preparation, housekeeping, and hygiene, reinforcing independent living skills through a structured point-based system
- Administering medications per residential clinical protocols, update Medication Administration Records (MAR), and ensure compliance with prescribed treatment plans
- Fostering authentic, empathetic one-on-one interactions with clients, building trust and documenting meaningful insights to support long-term recovery

### **Admissions Advisor** **2024 - 2024** **San Joaquin Valley College • Remote**

- Provided guidance to prospective students regarding program offerings, admissions requirements, and enrollment processes, ensuring alignment with their career goals
- Managed a high volume of inquiries, delivering personalized support throughout the application process, including admissions interviews, document submission, and new student orientation

### **Graduate Teaching Assistant** **2023 - 2024** **Arizona State University • Remote**

- Actively supported professors in delivering course materials, facilitating discussions, and grading student assignments in large-enrollment courses, in a part-time paid position
- Provided individualized feedback and guidance to students, addressing academic inquiries and offering supplemental resources to aid comprehension
- Demonstrated strong communication and interpersonal skills in engaging with students and promoting critical thinking in an online learning environment

- Participated in instructor training, honing skills in curriculum development, instructional design, and effective classroom management
- Utilized educational technology tools and learning systems such as Canvas and Brightspace to operate courses and maintain grade books
- Contributed to course policy development efforts surrounding the use of AI, incorporating innovative teaching methods to enhance student performance and addressing potential misuse of the tools

**Courses:**

- SOC 101: Introductory Sociology – *Spring B 2024, Dr. Jenny Harrison*
- SOC 334: Technology and Society – *Fall A 2023, Dr. Marcella Gemelli*
- SOC 352: Social Change – *Fall B 2023, Dr. Jenny Harrison*
- SOC 483: Sociological Theories – *Fall A 2023 & Spring A 2024, Dr. Jenn Haskin*

**Customer Account Coordinator**  
**Valant Medical Solutions • Remote**

**2023 - 2024**

- Managed a portfolio of ~300 behavioral health software clients, serving as the primary point of contact for inquiries via phone, email, and support tickets
- Maintained detailed documentation, prepared client reports, and contributed to customer experience improvements through data-driven insights
- Analyzed usage data to identify upselling opportunities and proactively drive account expansion, increasing client retention and satisfaction
- Collaborated with cross-functional teams to resolve technical issues and escalations, ensuring timely and effective solutions

**Business Development Representative**  
**Granicus • Remote**

**2022 - 2023**

- Led contract-based fiscal and operational management initiatives for government software sales, including contract negotiation, report writing, and budget administration
- Developed and administered contracts and grants, monitored contractor performance, and supported clients through proactive customer service
- Initiated and nurtured relationships with government stakeholders across 13 states, tailoring proposals and solutions to meet localized needs
- Drafted proposals and supported RFP development to drive strategic growth and maximize value for public sector clients
- Collaborated with Account Executives to secure meetings, manage negotiations, and grow business opportunities while aligning with client objectives

**Office Manager**  
**The Joint Chiropractic • Ventura, CA**

**2017 - 2020**

- Coordinated chiropractor schedules and ~50 daily patient appointments in a clinical setting, handled billing, cash deposits, and insurance claims
- Ensured efficient front office operations, provided training and support, and maintained confidential patient records in compliance with HIPAA regulations
- Managed supply inventory, handled customer inquiries, and contributed to maintaining an empathetic and organized environment conducive to patient care

**Store Manager**  
**Marine Layer • Malibu, CA**

**2015 - 2017**

- Directed daily operations and ensured exceptional customer service, inventory management, and sales target achievements
- Maintained and implemented new merchandising standards quarterly, hosted community events in store
- Responsible for reporting store finances and KPI measurements such as sales conversion rates, average transaction value, and customer satisfaction scores to assess store performance and identify areas for improvement

**PROFESSIONAL DEVELOPMENT**

---

**Leveraging Generative AI for Grant Writing**  
**Kennesaw State University • Remote**

**Spring 2025**

- Built upon my current skill set in utilizing AI tools through advanced prompt engineering techniques to generate detailed, intuitive, and high-quality responses tailored to specific objectives
- Learned to apply generative AI to streamline grant writing processes, including crafting compelling solicitation letters and detailed proposals
- Gained expertise in Rhetorical Prompt Engineering, ensuring AI-generated content remains focused and aligns with ethical standards

**Nonviolent Crisis Intervention Certification**  
**Crisis Prevention Institute • Camarillo, CA**

**Spring 2025**

- Skilled in recognizing early warning signs, understanding behavioral escalation patterns, and employing proactive strategies to prevent crises
- Effectively using verbal and nonverbal communication techniques to defuse situations, foster trust, and prevent unnecessary escalation, ensuring client dignity and safety
- Trained in de-escalation techniques, physical crisis prevention, and safe intervention strategies to support individuals in distress while maintaining a secure and therapeutic environment

**Becoming ACEs Aware in California**  
**ACEs Aware • Remote**

**Summer 2024**

- Gained expertise in identifying and addressing Adverse Childhood Experiences (ACEs) to spread awareness of their prevalence and improve trauma-informed care
- Applied knowledge of ACEs screening protocols to enhance early detection, intervention, and support strategies, fostering resilience and long-term well-being in diverse populations

**Schwinn Indoor Cycling Classic Certification**  
**Schwinn Fitness • Remote**

**Spring 2024**

- Trained in creating dynamic, high-energy classes focused on cardiovascular endurance, strength training, and overall wellness
- Skilled in and passionate about designing inclusive and motivational cycling sessions tailored to diverse fitness levels and goals

**Instructional Design for Active Learning in 21st Century Education**  
**Alison • Remote**

**Spring 2024**

- Acquired skills to design engaging and motivating course curricula, focusing on outcome-based education
- Gained proficiency in the ADDIE model for developing practical course outcomes via analysis, design, development, implementation, and evaluation

**Instructional Planning for Successful Teaching**

**Spring 2024**

**Alison • Remote**

- Gained understanding of U.S. national and state learning standards, curriculum frameworks, and guides
- Developed essential instructional planning skills for effective teaching amongst diverse learners, with a focus on Bloom's Taxonomy

**Organizational Behavior - Understanding Attitude, Emotions, and Motivation**

**Spring 2024**

**Alison • Remote**

- Analyzed motivational theories and techniques to drive student motivation for engagement and performance, including Maslow's Hierarchy of Needs and Herzberg's Two-Factor Theory
- Learned strategies for promoting stress management and navigating negative reactions or emotions to improve classroom and workplace dynamics

**COMMUNITY SERVICE**

---

**Socio Sphinx Collective • [sociosphinx.org](https://sociosphinx.org)**

**2024 - Present**

**Ventura County, CA**

- Lead the planning and implementation of accessible wellness offerings including support groups, educational workshops, and public-facing community events focused on health and social equity
- Develop inclusive, culturally responsive programming designed to meet the needs of under-resourced populations
- Create outreach materials and educational content for social media and the organization's website to promote events, destigmatize mental health care, and encourage engagement

**Community Roots Garden**

**2018 - 2023**

**Oxnard, CA**

- Harvesting and planting produce with a variety of other volunteers
- Delivering produce to local shelters and food banks throughout Ventura County

**Ventura County Rescue Mission**

**2016 - 2023**

**Oxnard, CA**

- Meal preparation and service, both during the holidays and throughout the year
- Sorting, stocking, and distributing charitable food donations