

PERSONAL INFORMATION

Serena Tagliacozzo

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POSITION

Research Fellow - Evaluation Specialist

WORK EXPERIENCE

02/05/2019–Present

Research Fellow - Evaluation specialist

National Research Council of Italy, Roma (Italy)

- Evaluation of EU-funded research projects
- Support to the organisation of seminars, workshops and conferences
- Drafted working papers and scientific publications
- Participation in international conferences

04/06/2018–Present

Associate Consultant

Global Security and Disaster Management Ltd (GSDM), Londra (United Kingdom)

- Analysed literature on social and legal implications of digital technologies in humanitarian crises and conflicts, information and communication management during disasters, social media for emergency management, communication with communities approach.
- Supported the writing of grant proposals through the provision of background information on the specific topic and mapped out existing projects and stakeholders
- Monitoring and evaluation of security and disaster management projects
- Organised closed-door workshops aimed at bringing together scientific experts, policy makers and the private sector

15/09/2018–15/02/2019

Research and policy analyst – crises and conflicts (trainee)

Joint Research Centre - European Commission, Ispra (Italy)

- Coordinated the production of the report “*Global Crisis Atlas: mapping for situational awareness*”. Researched and reported information on the technical functionalities of the Global Crisis Atlas platform and assisted the creation of a framework to develop innovative features.
- Researched scientific literature and policy reports on food security and agriculture in fragile contexts and conflicts and summarised information in background documents in preparation of the paper “*Agriculture monitoring for conflict analysis in Syria*”
- Collected, analysed and summarised information from multiple sources to inform on the developments of crises and conflicts and assisted the preparation of crisis maps. Crises covered: Syrian conflict, Yemen humanitarian crisis, migration flows in Europe.
- Organisation of the workshop on “*Climate change - conflict nexus*” aimed at European policymakers. Drafted concept notes and assisted with agenda planning. Maintained contacts with speakers and attendees from scientific and policymaking institutions to set logistic arrangements.
- Monitoring and evaluation of security and peacebuilding projects

14/01/2018–06/05/2018

Lecturer in Disaster Risk Reduction (Hourly paid)

Kingston University, Kingston upon Thames (Italy)

- Prepared lectures and seminars on disaster risk reduction in the Environmental Hazards and Disaster Management BSc and in the Hazards and Disaster Management MSc.
- Prepared exercises and scenarios for crisis management including; communicating across the

disaster cycle, digital technology for emergency management, principles of post-disaster recovery, recovery planning frameworks and volcanic risk, evaluation of interventions in humanitarian contexts

- Core subjects: Disaster recovery, disaster communication, social media management and analysis, ethical implications of open source intelligence for disaster and security risk management, evaluation of interventions in humanitarian contexts

06/09/2017–31/12/2017 **E-learning Lecturer - Social Psychology (self - employed)**

Niccolo' Cusano University, London, London (United Kingdom)

- Prepared and delivered e-learning material for the Social Psychology core module
- Prepared syllabus and learning objectives plan
- Used Powerpoint and Camtasia to deliver training session
- Core subjects: social influence, social research methods, social persuasion, stereotypes

04/09/2013–27/07/2017 **PhD Researcher**

University College London, London (United Kingdom)

- Performed desk based research on information and communication technologies (ICTs) for post-disaster recovery, communication studies and theories, social media usage in emergency management, digital government, e-democracy. Used qualitative (e.g. interviews and focus groups) and quantitative (surveys) methodology for data collection in two case studies (Italy and New Zealand). Engaged government officers and civil society organizations to gain relevant insights
- Helped organising and running the Annual conferences (2014-2016) of the Institute for Risk and Disaster Reduction. Managed the mailing list of the invitees and maintained contacts with participants and speakers. Supported the drafting of the conference's agenda and concept note and of the post-conference wrap-up reports.
- Supported the creation and maintenance of international collaborations between academic institutes and formal and informal networks of professionals in the disaster risk management field
- Supported the evaluation of H2020 projects

08/05/2014–27/12/2015 **Project and Policy Manager – Social Media for Emergency Management (intern)**

Rescue Global, London (United Kingdom)

- Identification of the best practices and existing policies in information management in disaster response operations. Designed and implemented a communication and information policy and strategy which aligned with the best practices identified. Liaised with the legal officer to ensure compliance of the strategy with data protection and copyright laws
- Monitoring and evaluation of the strategy's outcomes and impacts. Produced and communicated recommendations to improve information and communication management before, during and after disaster response operations.
- Identified new technologies and tools to advance operational capacities of Rescue Global's team (e.g. wearable technologies) and maintain contacts with technology's providers
- Collected, analysed and integrated information from multiple primary and secondary sources (e.g. social media) to increase situational awareness during disaster response operations. Managed information flows from field teams. Enriched and validated information through open source intelligence.
- Training and capacity building

EDUCATION AND TRAINING

04/09/2013–27/07/2017 **Doctorate of Philosophy (Ph.D)**

University College London, Londra (United Kingdom)

Disaster and crisis management

05/10/2009–27/02/2012 **Master Degree in Clinical and Community Psychology**

Università degli studi di Napoli Federico II, Napoli (Italy)

PERSONAL SKILLS

Mother tongue(s) Italian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Certificato IELTS					

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Communication to audiences with different levels of expertise (i.e. public, policymakers, academics and practitioners)
- Presenting at international conferences
- Producing peer-review publications
- Public speaking
- Public engagement

Organisational / managerial skills

- project management
- monitoring and evaluation
- data research and analysis
- multisource intelligence

Job-related skills

- monitoring and evaluation
- crisis management
- conflict prevention
- disaster risk reduction
- security management

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

Excellent knowledge of Nvivo and Maxqda software for qualitative analysis

Excellent knowledge of SPSS software for quantitative analysis

Excellent knowledge of social media analysis and monitoring tools such as Hootsuite, Tweetdeck and Geofeedia.

ADDITIONAL INFORMATION

Publications

- Alexander, D. and Tagliacozzo, S. (2019). Social aspects of early recovery after the Amatrice earthquake of August 2016. In: D'Ayala, D (eds). EEFIT Mission Report: The Amatrice Italy earthquake of August 2016, pp. 183-193
- Halkia, M., Louvrier, C., Caravaggi, I., Tagliacozzo, S., Urrutia, M. and De Girolamo, L. (2018).

Global Crisis Atlas: mapping for situational awareness. JRC technical report.
<http://publications.jrc.ec.europa.eu/repository/handle/JRC114119>

- [Tagliacozzo, S.](#) (2018). Government Agency Communication during Postdisaster Reconstruction: Insights from the Christchurch Earthquake Recovery. *Natural Hazards Review*, 19(2)
<https://ascellibrary.org/doi/full/10.1061/%28ASCE%29NH.1527-6996.0000283>
- [Tagliacozzo, S.](#) & Magni, M. (2017). Government to Citizen (G2C) Communication and Social Media Use during Post Disaster Reconstruction. *Environmental Hazards*, 17 (1)
<https://www.tandfonline.com/doi/abs/10.1080/17477891.2017.1339012?journalCode=tenh20>
- [Tagliacozzo, S.](#) (2017). Digital government for better disaster risk governance? Added value and challenges. Policy brief. *DRR Special edition of the UN Youth Science-Policy Interface Publication*, pp. 57-63 https://www.preventionweb.net/files/53923_53923unmgcydrreditionmay2017reduced.pdf
- [Tagliacozzo, S.](#) & Arcidiacono, C. (2016). Social media as participatory tools in post-disaster reconstruction: re-negotiating power relationships and achieving self-empowerment. *International Journal of Mass Emergencies and Disasters*, 34(2), 317-340
<http://www.ijmed.org/articles/704/>
- [Tagliacozzo, S.](#) & Magni, M. (2016). Communicating with communities during post-disaster reconstruction: an initial analysis. *Natural Hazards*, 84(3), 2225–2242
<https://link.springer.com/article/10.1007/s11069-016-2550-3>
- [Tagliacozzo, S.](#) & Arcidiacono, C. (2015). Do ICTs help to maintain social capital in the disaster recovery phase? A case study of L'Aquila earthquake. *Journal of Community Informatics*, 11(1)
<http://ci-journal.net/index.php/ciej/article/view/1085/1134>
- [Tagliacozzo, S.](#) “The concept of place and related issues in post-disaster reconstruction: existing knowledge and gaps” Paper presented at the 7th International I-rec Conference on Reconstruction and Recovery in Urban Contexts, July 2015, London (UK)
- [Tagliacozzo, S.](#) (2014) “Investigating web-based communication between authorities and citizens in the disaster recovery phase. *Proceedings of the Android Doctoral School in Disaster Resilience 2014*. Salford (UK). Retrievable online from <http://nrl.northumbria.ac.uk/21198/>
- [Tagliacozzo, S.](#), Arcidiacono C., “Social networking sites as resources in natural and human made disasters”- reflection paper, IADIS International conference on Collaborative Technologies, Rome July 2011.