

Loraine Cisternas García

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Lifelong career dedicated to exploring and understanding all possibilities offered by technology through innovation in educational and training environments. Extensive experience in consulting, working for various organizations. Vast experience in designing, implementing, and evaluating projects in education, as well as technology and social innovation, entrepreneurship, processes of evaluation, and measurement of the impact of projects in social policies.

Skills

- Excellent interpersonal skills, demonstrated by communicating with colleagues, students, clients, and users daily.
- Able to conduct scientific research on various topics and problems and manage small and large research teams.
- Knowledgeable about statistical analysis software, including SPSS, SAS, and Minitab.
- Able to lead people and be a proactive team-player.

Education

2009-2011	Master of Science in Public Policy & Management H. John Heinz III College Carnegie Mellon University
2008	Certificate in Public Policy College of Architecture, Design and Urban Studies-College of Engineering-Academic Communication and Public Affairs Pontificia Universidad Católica de Chile
2005	Title of Social Worker and Degree in Social Work School of Social Science Pontificia Universidad Católica de Chile
1996/1999	Coursework in Social Sciences and Economics Pontificia Universidad Católica de Chile

Honors and Awards

2009 - 2011	Full scholarship: "Becas Chile" Formation Of Advanced Human Capital Program National Commission for Scientific and Technological Research Conicyt - Chile
2008	Full scholarship: "Presidente de la República" Ministry of Education – Chile
2007	Award for Research Excellence. 3er National Contest of ICTs & Innovation Enlaces – Ministry of Education Chilean Government
2005	Valedictorian Speech. Class 2005 College of Social Sciences. Pontificia Universidad Católica de Chile
2004-2006	Fellow Universidad "Construye País" University Social Responsibility National Alliance

Relevant Research Experience

Present	Main Researcher Virtual Support Center Project Anais Education Consultants – DuocUC Applied research which goal is creating a "Virtual Support Center" at DuocUC, the largest Professional Institute in Chile, with more than 100,000 students studying at one of its sixteen locations throughout the country. This center would be a virtual classroom leveling experience, with different tools and pedagogic material to impact students' development, well-being, and academic performance.
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- 2013 - 2014 **Main Researcher**
Social Innovation: a tool to improve people's quality of life
 This book ([available online](#)) brings together 5-case studies of various organizations that, through innovation, generate social impact in Chile.
- Case 1: Late! Competing for Solidarity.
 - Case 2: ChileAtiende. Bringing government services closer to citizens.
 - Case 3: Reforest Patagonia. Planting the future to remedy the past.
 - Case 4: Importa. Social Inclusion - Local Design.
 - Case 5: Emiliana. Environmental and Social Balance.
- 2011 - 2012 **Research Evaluator**
Impact Evaluation Research of the FONASA AUGE VOUCHER
Budget Office (DIPRES), Ministry of Finance, Government of Chile
 Applied research which looked to determine how well "AUGE VOUCHER" achieved its goal of eliminating waiting queues in Chile's Public Health System.
 This evaluation is part of the assessment that the Congress of Chile requests from the different ministries to evaluate social policies and programs financed by the Government. Research carried out by the School of Business and Economics, the University of Chile.
- 2008 - 2009 **Collaborator CIEN- UDD**
Center of Research in Companies and Business. School of Business and Economics, Universidad del Desarrollo.
 In charge of the two monthly index reports for "Diario Financiero," the Chilean most relevant financial newspaper.
- Entrepreneurial Confidence Index (ICE) [Report](#).
 - Consumer Perception Index (IpeCo) [Report](#).
- 2007 **Main Researcher**
"The game and ICT: Learning a Second Language."
Center for Educational Informatics (CIE). Pontificia Universidad Católica de Chile
 Winner study of the Third National contest of Innovation and Informatics Education Projects Chilean Government and Education Ministry. ([Spanish version – English version](#))
 An exploratory-descriptive study whose objective was to explore and analyze whether there is a relationship between F2P GAMES and the increase in lexical fields of the English language. ISSN: 0718 – 6975. P. 116-153
- 2006 - 2008 **Head of Evaluation and Research Department**
Center for Educational Informatics (CIE). Pontificia Universidad Católica de Chile
 CIE was born as part of the project "Enlaces" of the Ministry of Education to improve the quality of national education through educational informatics and the development of digital culture. It works with subsidized and public schools, delivering teaching strategies with the use of technology.
 Over time, CIE builds alliances with other national and international organizations to create educational responses with educational informatics. Among its main partners are Intel, Microsoft, Hewlett Foundation, the Ministry of Justice of Chile, Sofofa, among others.
- Main tasks as head of evaluation and research:
- Design and evaluate educational programs, projects, and courses.
 - Research design and implementation.
 - Design measurement strategies and instruments to evaluate the quality of the CIE's different processes, products, and services.
 - Manage fieldwork at local and national level.
- 2005-2006 **Head of the study**
Evaluation of the Massive Education ICT Program for physics teachers.
Center for Educational Informatics (CIE) Pontificia Universidad Católica de Chile
 Main Responsibilities
- Design and implementation of instruments to evaluate the experience of teachers.
 - Analyze the data of the students' previous knowledge versus the knowledge obtained during the program.
 - Manage the fieldwork at the national level.

Academic Experience

2011 - present **Universidad del Desarrollo (UDD)**

Since 2013 developing classes based on project design and hands-on learning. In these, around 2,200 students carried out more than 500 projects.

Instructional Designer and Adjunct Professor of:

- **Qualitative and Quantitative Research**
Required Subject class. Graduate level
Master of Design and Sustainability Innovation (Present)
- **Public Responsibility**
Required Subject class. Undergraduate level
School of Design and College of Engineering (2014 – 2016)
- **Innovation and Social Entrepreneurship**
Elective Subject class. Undergraduate level
Class offers across all colleges and schools (2012 – 2014)

Founder and First Executive Director

Institute for Social Innovation UDD - Miguel Kast Foundation

The Institute was conceived as a space for students from all over the university to explore the different alternatives or ways of using technology and innovation to solve social problems (2011 – 2013)

2020 - present **Adjunct Professor**
Universidad Católica de Temuco

- Globalization and Transformation in the Labor Market
Required Subject class. Graduate level
Graduate Certificate “Wellbeing Management and Quality of Working life.”

2019 - 2020 **Visiting Scholar 2019-2020**
Language Technologies Institute, Carnegie Mellon University

The work was design of curricular models for the university-market-society link with high social impact. This project was an innovation-driven, entrepreneurial ecosystem for students: a socially-minded Artificial Intelligence space.

2016 **Lecturer and Mentor**
TIE CIDERE Bío-Bío – CORFO, Minister of Economy, Chile

Design and implement workshops and mentoring for entrepreneurs participating in the Innovation and Entrepreneurship Tournament (TIE). The selected entrepreneurs worked on entrepreneurship and innovation projects to create supplier microenterprises or intrapreneurship for various collaborating companies such as Essbio, Asmar, Colbún, Masisa, Arauco, Institute of Technology Transfer and Entrepreneurship (ITE), and others.

2007 **Instructional Designer, coordinator, and evaluator**
Certified Diploma "Development of Educational Innovation Projects based on Information and Communication Technologies (ICTs)." Pontificia Universidad Católica de Chile
This Diploma's primary goal is to help teachers to implement and evaluate technology-enhanced learning environments. By mean of Moodle platform, the Diploma was the first educational blended-learning experience conducting synchronous classes nationwide using a free access application (Messenger). It counted with the participation of more than 250 teachers distributed in all regions of the country.
Diploma partners: Center for Educational Informatics (CIE), the Latin-American Net of Education (RELATED), Hewlett Foundation, and Programs for Latin America, LTI-CMU.

Relevant Consultancy Experience

2015 - Present **Co-Founder & Partner**
La Comunidad de Diseños Sociales

LaCDS (The Community of Social's Designs) is an Agency/Studio that brings together the various organizations of society through a collaborative creative approach to design new solutions focused on: people's needs and use of technologies.

- 2017 **Consultant - Methodologist**
Seminar: "Science and Citizens: building a shared future"
Citizens from 10 different regions (provinces) of the country speaking about science, innovation, and technology. Seminars sponsored by: Universidad Santo Tomás y CNID (National Council for Innovation for Development, Chilean Government)
- 2008 - 2014 **Consultant in education and training strategies**
FTC Training Center
The Chilean Copper Workers Federation (FTC) is a national union organization whose primary objective is to promote and serve the purposes of integration, development, cooperation, training, and solidarity with all members
- 2011 – 2012 **Research and Project Consultant**
- Department of Management Control and Information Systems. School of Business and Economics, Universidad de Chile.
 - Professional Institute DuocUC Foundation. Pontificia Universidad Católica de Chile.
- 2006 - 2007 **Center of Excellence for Production Management (GEPUC).**
Pontificia Universidad Católica de Chile
- Study plan developer and consultant**
National Copper Corporation CODELCO-Chile
Design of a dynamic curriculum for job skills and competencies for 1000 contract managers at CODELCO. This work established the skills and labor competencies necessary to perform in the Contract Administrator position at CODELCO.
- Assessment Consultant**
Design of measuring instruments to establish the level of permeability of products of the Project of Integral Management of Contractors.

Relevant Academic Activities as Student

- Spring 2011 **Project Manager**
System Synthesis project
Faculty Advisor: Timothy Zak
- The primary objective of the "Food Seconds" System Synthesis Project was to explore the food supply chain in this region, aiming to generate an innovative solution to support local farmers' prosperity in Southwestern Pennsylvania.
Project developed for the client Hollymead Capital Inc. Consortium.
- 2006 **Teacher Assistant**
School of Business and Economics, Universidad de Chile
Course: Education's Economy
- Design and evaluation of tests and students works.
- 2006 **Author**
Chapter 6: Who is the other? The experience of the Student Learning Committee A+S at PUC. In "University Social Responsibility: a way of being University. Theory and practice in the Chilean experience." I.S.B.N. N°4 956-8140-08-5 ([online](#))
- 2004 - 2006 **Teacher Assistant**
College of Social Science, Pontificia Universidad Católica de Chile
Course: Social Research I (Quantitative Methods).
- Design and evaluation of tests and students works.
 - Teaching all classes of the research workshop.
- 2004 - 2006 **Director Students Academic Committee.**
Service Learning and Research (A+S) Pontificia Universidad Católica de Chile
The main objective of the committee director was being a University Social Responsibility Leader to advocate for the implementation and dissemination of the methodologies and principles associated with service learning in higher education in Chile.

- 2004-2005 **Professional Internship**
Center of Educational Informatics (CIE). Pontificia Universidad Católica de Chile.
- **Capstone Project.** Developer of the Enlaces Supervisor Manual. Digital literacy program. Enlaces Comunidad. Ministry of Education. (August 2004 – January 2005)
 - **Thesis** to obtain the Social Worker Title: "User Motivations and Analysis of Policy Implementation." Enlaces Open to the Community. South Metropolitan Region). PUC. 371.334098331 C579r 2005. (March 2005 – September 2005)
- 2003 - 2004 **Internships**
- Corporation Nuestra Casa (Fall 2004)**
- Responsible "Study to generate data and outlines oriented to the construction of a Department of Well-being."
 - Designer and Instructor of seminary oriented to transforming and structuring the Area of Permanent Formation, Coordination of Voluntary Service.
- San Ramón City Hall (Spring 2003)**
- Job description for all members of DIDECO (Community Development Department)
- Fundación de la Familia (Fall 2003)**
- Designer and Relater of Socio & Educational intervention named "Design and implementation of program in Sexual Education for pre-teens for School Miguel Angel"
- 1996 - 1999 **Alto Soloist and section leader Student Chorus Group**
Pontificia Universidad Católica de Chile

Other Activities

- 2014 - Present **Co-Founder and Board Member**
Carnegie Mellon University Chile Alumni Chapter
 CMU Chilean Chapter fosters developing and strengthening relationships among Chilean alumni, spreading CMU brand identity and core values in Chile, and developing CMU presence in Chile through personal and institutional relationships.
- 2018 **Keynote Speaker and Panel Expert**
 "Interoperability, AI and technologies in Health"
 OpenLab. Faculty of Physical and Mathematical Sciences Universidad de Chile
- 2017 - 2019 **Mentor**
Mentoring Network for Innovation MentorINN
CORFO, Minister of Economy, Chile
 Mentoring in innovation and entrepreneurship for regional entrepreneurs. The network oversees supporting entrepreneurship, innovation, and competitiveness in the country and strengthening human capital and technological capabilities.
 CORFO is the Chilean economic development agency in charge of supporting entrepreneurship, innovation, and competitiveness. The agency works daily to improve the competitiveness and productive diversification of the country by encouraging investment and innovation.
- 2016 **Keynote Speaker**
 "Innovation: People always in the Center of the Design"
 User experience design conference. Metro. Ministry of Public Works. Chilean Government. Santiago, Chile.
- 05/2015 **Speaker**
 V International Congress of Health &, Self-Care. "eHealth and Literacy: Innovations for Care" Chile. World Health Organization (WHO) Collaborating Centre. College of Health, Pontificia Universidad Católica de Chile.
- 2012- 2013 **Columnist** ([printed edition](#))
- Diario Financiero.
 - Diario Estrategia.
- 2007 **Interview**
 "Technology to the service of the elaboration of pedagogical projects" Interview with Ignacio Casas. Networking Outpost for Science, Technology, Innovation and Education in Chile (IT REUNITES). News bulletin quarterly N°13. Page 23

- 11/2007 **Keynote Speaker**
“How do make an Educational Project in Moodle?”
Seminar Moodle Moot Chile 2007, Pontificia Universidad Católica de Chile.
Pontificia Universidad Católica de Chile y Educalibre.
- 09/2006 **Keynote Speaker**
“What is the Service Learning in Chile” 2º Service-Learning National Seminar.
Universidad Austral de Valdivia el “II seminario nacional de aprendizaje + servicio
educación superior chilena.”
- 05/2005 **Speaker**
“Future Citizens: Future Professionals”
Visión Chile Regional for 2020 Seminar, Pucón 9ª Región. Chile
- 08/2005 **Keynote Speaker**
“A+S in the Universidad Católica: Are we an example or not?”
Service-Learning National Seminar APRENDIZAJE-SERVICIO EN LA EDUCACIÓN
SUPERIOR: Responsabilidad Social desde la docencia. Pontificia Universidad Católica de
Chile.