

OLUWATOSIN.E .ALIU

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PROFESSIONAL SUMMARY

Dedicated mediator with a proven track record in resolving diverse disputes and fostering effective communication in managerial capacities. Adept at navigating complex conflicts, promoting fairness, and ensuring mutually beneficial agreements. As a full-time instructor of record, passionate about imparting conflict resolution and communication skills to students through dynamic and engaging teaching methods. Committed to excellence in both mediation practice and academic instruction.

EXPERIENCE

(September 2023- Current)

Instructor of Record- Intro to Sociology

(September 2021- Current)

Managing editor || International Journal of Islam in Asia

(September 2021 -May 2023)

Graduate Teaching Assistant || University of Massachusetts Lowell, Lowell MA

(November 2020 -June 2021)

Senior Administrative Mediator Assistant || Dean General Services, LLC, Lowell MA

Mediated disputes between non-medical emergency consumers, contractors, and transporters.

- **Scheduled non-emergency trip control.**
- **Evaluated consumer complaints and proposed solutions.**
- **Mediated consumer and transporters disputes.**
- **Tracked penalty causes via database.**
- **De-escalation of field transporters emergencies.**
- **Influenced Consumer dispute tracking patterns and de-escalation techniques.**
- **Analysis of non-medical transportation environment and operation of organizational techniques and mediation procedures.**

(January 2017-2020)

Trial Court Mediator || Middlesex Community College Law center, Lowell MA

- **Tracking dispute patterns.**
- **Conducting phone-to-phone mediation.**
- **Consumer dispute mediation via negotiation tactics.**

INTERESTS

- **READING BIOGRAPHIES**
- **SWIMMING,**
- **TRAVELLING,**
- **WATCHING THRILLER MOVIES,**
- **VOLUNTEERING**

KEY SKILLS

- **MEDIATION**
- **NEGOTIATION**
- **ARBITRATION**
- **TEACHING**
- **CONSUMER DISPUTE MANAGEMENT**

AWARDS

- **CIVIC ACTION FELLOWSHIP 23'**
- **CERTIFICATE OF ACHIEVEMENT (NORTH-EAST INVITATIONAL MEDIATION TOURNAMENT). 17'**
- **AWARD OF UMASS LOWELL WISH PROJECT GRADUATE VOLUNTEER. 16'**
- **AWARD OF CERTIFICATE IN ARBITRATION. 14'**

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- **Drafting consumer dispute reports.**
 - **Organizing Community Outreach.**
 - **Consumer dispute Intakes and refund follow-ups.**

(July 2018 -March 2019)

Mediator ||Massachusetts Attorney General's Office, Boston, MA

- **Mediated disputes between health care providers and consumers.**
- **Volunteered in mediation awareness community outreach.**
- **Evaluated grant applications for community organizations.**
- **Manned Consumer Helpline for opioid abuse cases.**
- **Influenced Consumer dispute tracking patterns.**

(November 2014-2015)

Civil Servant || Civil Service Commission (Governor's Office), Ibadan, Nigeria

- **Organizing consumers, members of the public, and other departments.**
- **Coordinating office events.**
- **Operating computer systems.**
- **Updating office consumer records.**
- **Drafting correspondence both internally and externally.**
- **Carrying out administrative requests and requirements of the governor's office.**

EDUCATION

Doctor of Philosophy in Global Studies |2021-Current|

University of Massachusetts, Lowell, MA

Master of Arts in Peace and Conflict Studies | May 2018 |

University of Massachusetts, Lowell, MA

Bachelor of Arts in International Law and Diplomacy |June 2014|

Babcock University, Ogun, Nigeria

Diploma in Customer Service Specialist, Administrative

Assistant Professional & Organizational Administration

Concentration |April 2020| May 2020 |June 2021|

Computer Systems Institute, Charlestown, MA

LEADERSHIP

(September 2023- Current)

Graduate student Advisory council

(January 2017-Dec 2017)

President, Peace and Conflict Graduate Student Association Club

(September 2017)

Program Graduate Assistant; Peace and Conflict Studies Department
(UMass Lowell)

PROFESSIONAL DEVELOPMENT HIGHLIGHTS

- 2021 Computer Systems Institute Academic Honor Society, Certificate of membership.
- 2019 World Bank Group Youth Summit delegate.
- 2019 11th Annual Women Empowering Women Leadership Conference delegate (Yale Women's Leadership Initiative).
- 2017 Greeley Scholar delegate.
- 2017 Harvard Negotiation Law school seminar delegate.

SELECT PRESENTATIONS

1. Oluwatosin E. Aliu (2023). Review essay: Analysis of African Gender Intersectionality & Feminism in International Relations. Talk presented at the New England Political Science Association. Mystic Falls, Connecticut.
