

ZHĀNG YÁN (“TINA”), M.A.

CONFLICT MANAGEMENT

Conflict Management Specialist, Las Vegas, NV

9/13 – 10/22

- Mediator at the Neighborhood Justice Center, a division of the Las Vegas Justice Court. Conducted 117 mediations related to small claims, eviction, community, divorce, and temporary protection orders, with up to 11 participants per case. Facilitator for a retail theft restorative justice diversion program. Mediation co-trainer, including a 40-hour basic mediation class, refresher trainings, & continuing education workshops. Co-facilitated 8 cases, including family group conferences, in a restorative justice youth diversion program.
- Facilitator for Restorative Denver, an adult restorative justice diversion program; co-facilitated 5 community group conferences for The Conflict Center and the District Attorney's Office
- Facilitator for Restorative Nevada, a juvenile diversion project for Clark County schools, representing the non-profit Code Switch: Restorative Justice for Girls of Color
- Mediator under the Supreme Court of Nevada’s Designated Eviction Proceedings order; case-managed 186 cases; 1 of 5 mediators selected out of 100+ mediators to provide feedback of the eviction mediation program to the State Governor in Dec 2020, Feb 2021, & Aug 2021
- Presented webinar for the NV Coalition to End Domestic & Sexual Violence (“Demystifying Mediation: Overview of the Process, Safety, Benefits & Pitfalls”) for the 2021 Annual Conference
- Presented 2 workshops for the Academy of Professional Family Mediators (“Intimate Partner Abuse in Adults & Divorce Mediation” <https://vimeo.com/ondemand/apfm20200731>) and for the NV Coalition to End Domestic & Sexual Violence (“Intersectionality & Non-Violent Communication”); served as 1 of 3 panelists for “Effective Techniques for Screening Intimate Partner Violence” at the 2020 APFM Annual Conference (<https://vimeo.com/ondemand/apfm2020d1/474535082>); spoke about mediation for IPV-affected clients for SafeNest, April 2021
- Mediated 13 State Bar of Nevada fee dispute cases
- Coached 7 cohorts of UNLV Boyd Law students on the process and techniques of mediation
- Convened parties to 21 mediations for Equal Employment Opportunity discrimination charges
- Mediated 8 family and divorce disputes for Southern Methodist University’s Conflict Resolution Center, and adhered to Center’s teaching model by debriefing with observers

CONFLICT MANAGEMENT continued

Organizational Consultant, Office of the Ombudsperson, US Dept of Agriculture, D.C. 6 – 10/15

- Analyzed data using statistical methods to better inform decision-makers
- Studied recurring and systemic concerns within complex organizational programs
- Helped ombudsperson determine next steps in mitigating barriers to access of USDA programs
- Crafted and framed updates to senior leaders (e.g. Secretary of Agriculture) through ombudsperson

Advocate Ombuds, Long-Term Care Program, University of TX, Houston, TX 11/14 – 5/15

- Conducted 60+ neutral investigations within a complaint-handling process
- Advocated for 40+ nursing facility residents within a complex administrative system
- Facilitated communication among residents, nursing home staff, and family members
- Educated residents and family members about the benefits and limits of the ombuds role

PUBLIC SPEAKING

Victim-Survivor Advocate, S.A.F.E. House, Henderson, NV 2019

- Presented to parents in a church ministry on teen dating violence and how to speak with teens
- Gave talk to 10 classrooms of 400 students total on teen dating violence at Las Vegas High School

Private Tutor and Classroom Teacher, Kaplan, Houston, TX 2010–2012

- Taught 75+ classroom students and 35+ private tutoring students
- Prepared high school students for the SAT, a standardized college-entrance test
- Recognized for achieving the highest score increases of any other tutor nationwide

Instructor, Stanford Mathematics Dept., Student-Initiated Course, Stanford, CA 2006–2009

- Created and taught the accredited 20-person course “The Game of Go”
- Lectured to undergraduates and graduates over 3 quarters
- Developed a 10-hour syllabus of game strategy

CRITICAL THINKING

Researcher, Stanford School of Medicine, Neurosurgery, Wong Lab, Stanford, CA 2007–2009

- Co-authored journal abstract “Expression of EGFRvIII in Brain Tumor Stem Cells”
- Characterized a mutant protein via immunohistochemistry on 100+ brain cancer tissues
- Identified niches of a stem cell marker to improve effectiveness of life-prolonging vaccine

Member, American Go Association, New York City, NY 1997-2012

- Attained amateur 5-dan level in 2005
- In the early 2000s, the highest ranking North American female Go player (Go is like Chess)
- Achieved highest score on the US team; placed 6th overall in Women’s Individual at the 2008 Beijing World Mind Sports Games (WMSG), a part of the Olympic movement
- Represented the US in Women’s Individual at the 2012 London WMSG
- Taught Go to weekend classrooms of elementary and middle school students for 3 years
- Founded and managed the Stanford Go Club for 3 years

EDUCATION

Nevada Certified Intimate Partner Abuse Advocate 2017-2021
28-hr Domestic Violence Training Program, **S.A.F.E. House**
20-hr Children & IPA Training, **Camp HOPE Las Vegas & SafeNest**
22-hr Advocate Certificate Program, **NV Coalition to End Domestic and Sexual Violence**
50-hr Advocacy Training, **LGBTQ Center of S. NV & National Advocate Credentialing Program**

M.A. in Dispute Resolution & Conflict Management, Southern Methodist, Dallas, TX Obtained 2013
Certified Texas Family Mediator (42-hr training); Certified Mediator (40-hr training)
Cumulative GPA 4.0 / 4.0

B.A. in Philosophy, Stanford University, Stanford, CA Obtained 2009
Great Books Program in Structured Liberal Education
Science coursework (20 classes) and cancer research at the School of Medicine
Honored with Stanford Alumni Association's Award of Excellence for leadership