Katriya Hain

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LEARNING & DEVELOPMENT | INTERNATIONAL PROGRAMS | PROGRAM OPERATIONS

Learning and international programs professional with 9+ years of experience in instructional design, federal grant management, and cross-cultural programming. Designs learner-centered curricula and e-learning, leads programs from planning through evaluation, and applies learning technologies and AI to improve performance and organizational impact.

PROFESSIONAL EXPERIENCE

Cultural Vistas | Washington, D.C. / Hybrid *Dec 2023 – 2026*

Program Officer – Fellowship & Internship Programs

- Lead end-to-end implementation of a U.S. Department of State-funded professional exchange program, coordinating fellows, hosts, Pacific partners, U.S. Embassies, and ECA.
- Manage federal grant awards up to $846K, overseeing delivery, compliance, budgets, risk, evaluation, and reporting.
- Designed a reusable blended learning framework spanning a 12-module virtual curriculum, in-person orientation, and debrief to strengthen readiness, leadership, and cross-cultural collaboration.
- Evaluated learning and program outcomes through multi-stage surveys; respondents reported 100% increased mutual understanding, 92% new professional competencies, and intercultural confidence growth from 31% to 77%.
- Secured federally approved U.S. placements for 100% of fellows across cohorts, totaling 50+ placements, and managed 20+ reciprocal exchanges across the Pacific.
- Expanded cross-program partnerships, placing an 8-candidate portfolio in record time and onboarding 3 host organizations in under 2 months.

Cultural Vistas | Washington, D.C. / Hybrid *Dec 2023 – 2024*

Participant Experience Specialist, Global Talent Development Programs

- Conducted a participant needs assessment that informed a departmental logic model, learning objectives, annual goals, and program improvements.
- Redesigned a 10-module orientation and resume workshop for scalable virtual and in-person delivery; created 10+ participant resources and 7+ SOPs and onboarding guides.
- Designed and delivered 8 virtual and in-person learning events and managed a monthly Mailchimp newsletter that consistently achieved a 70%+ open rate.
- Managed participant support through a shared inbox with a 24–48-hour response standard and partnered across teams on service improvements.

Cultural Vistas | Washington, D.C. / Hybrid *Jan 2022 – 2023*

Visa Specialist, J-1 Exchange Visitor Internship and Trainee Programs

- Administered 6 J-1 program categories supporting 3,000+ participants annually, reviewing records for federal compliance and advising participants, hosts, and legal partners.
- Completed 300+ English-language proficiency and selection interviews across 3 exchange categories and conducted 8+ site visits to assess U.S. host viability.
- Served as an Alternate Responsible Officer, maintaining SEVIS and Department of Homeland Security compliance and preparing training plans and visa documents.

International Rescue Committee (IRC), Sacramento, California / Remote *July 2021 – Jan 2022*

Youth Program Consultant

- Designed Refugees Empowering Peers and a 16-week curriculum integrating social-emotional learning, peer mentorship, and academic success.
- Built the pilot and evaluation model and outreach materials used to recruit 9 school partners and secure implementation funding.

International Rescue Committee (IRC), Sacramento, California / Remote *Jul 2021 – Jan 2022*

Refugee and Immigrant Student Empowerment Intern

- Designed ESL and career-readiness learning, including an e-learning guide adopted by staff; facilitated workshops and tutoring that contributed to 3 clients earning CNA licensure.

Middlebury Institute of International Studies, Monterey, CA / Hybrid *Sept 2019 – July 2021*

Enrollment Office Assistant / Graduate Student Ambassador

- Supported 2,000+ prospective and new students across 7 graduate programs; maintained Salesforce data, coordinated recruitment and orientation events, created Panopto training videos, and onboarded 4+ assistants.

Notre Dame International | Education Abroad, South Bend, IN / Remote *Jan – May 2021*

Education Abroad Program Analyst

- Co-designed a program and assessment model aligned with institutional learning outcomes and applied logic models across 17 exchange programs.

Save the Children, Redd Barna, Oslo, Norway (Remote) *Jan – Mar 2020*

Program Evaluation Consultant

- Co-created in a team of 4 an evaluation framework, recommendations, and instruments for the Improving Learning Environment Together in Emergencies program

Thailand-U.S. Educational Foundation (TUSEF), Bangkok, Thailand *Sept 2018 – Jun 2019*

Temporary Program Coordinator (TPC)

- Coordinated ETA orientation and midyear programming, collaborated with 6 regional Fulbright programs, and represented the U.S. Embassy Bangkok and EducationUSA.

U.S. Fulbright Scholar Program, Nakhon Sri Thammarat, Thailand *Sept 2017 – 2018*

Fulbright English Teaching Assistant (ETA)

- Taught 600+ students across 15 class sections; co-led a cross-cultural camp for 50 students and co-authored 2 embassy proposals that secured federal funding.

EDUCATION & PROFESSIONAL DEVELOPMENT

Digital Learning Institute

- Professional Diploma in Digital Learning Design – Instructional Design; Associate Certificate in AI for Learning

Middlebury Institute of International Studies at Monterey

- Master of Public Administration; Master of Arts, International Education Management
- Design, Partnering, Management & Innovation Certificate

American Councils for International Education

- Taiwan Intensive Language Program; Dan E. Davidson Fellow and Diversity Scholarship Recipient

California State University, Long Beach

- Bachelor of Arts, Studio Art – *cum laude;* CSU International Program, Florence – year-long study abroad
- California Single-Subject Teaching Credential, Visual Arts
- 160-hour TEFL Certificate

Diversity Abroad

- Selected presenter for 2 sessions at 2024 Global Inclusion Conference

TECHNOLOGY

Learning & Design: Articulate 360/Rise, Canvas LMS, Canva, Figma, Adobe Creative Cloud, Miro, Mural, Panopto
Data & Operations: Qualtrics, Jotform, Salesforce, SEVIS, Microsoft 365, Mail Merge, Excel, R, ArcGIS, MailChimp
AI & Collaboration: Microsoft Copilot, ChatGPT, Claude, Gemini, Teams, SharePoint, Notion, Zoom, Slack

LEARNING & COMMUNITY ENGAGEMENT

Cultural Vistas | Innovation Team Member: AI adoption, workflow experimentation, and knowledge sharing
City Girls VA | Cookbook Club Coordinator (2024–2025): Facilitated monthly community gatherings and curated inclusive, dietary-conscious resources and culinary collections
MIIS Arts Club | Founder & President (2020–2021): Organized 12+ community art events, doubled organizational funding within 6 months, and earned the Best Club Collaboration Award
MIIS Committee for Art in Public Places | Student Representative (2019–2020): Contributed to exhibition decisions, coordinated a virtual art show drawing over 60 attendees, and recruited three student leaders
CSU International Program – Florence | Student Advisory Board Member (2014–2015): Represented 12 studio-art students and liaised with university administration.

LANGUAGES

- Conversational fluency in Thai, Italian, Spanish, and Mandarin Chinese