

Crystal L. Little, MDiv.

Relational-Driven Leadership | Narrative Strategist | Organizational Resiliency

615.714.6756 | crystal@wakingspirit.org | [linkedin.com/in/crystal-little-528714260](https://www.linkedin.com/in/crystal-little-528714260)

SIGNATURE SKILLS

- Relational-Driven leadership to increase organizational resiliency and human capital outcomes.
- Adaptive problem-solving through data-driven decision-making processes.
- Empathetic conflict resolution and appreciation for different experiences, cultural norms, and personalities.
- Balance of cultural, emotional, and intellectual intelligence.
- High-impact agent for macro- and micro-level organizational and social change.
- Narrative-driven content strategy with proven impact across diverse cultural, generational, economic, and intellectual spectrums.

EDUCATION

Master of Divinity | Wake Forest School of Divinity, Winston-Salem, NC | August 2017 – May 2020

I combined courses in nonprofit development, community leadership, personality and behavioral analysis as tools for change management, trauma and resiliency, ethics, and social justice community organizing to establish a multi-faceted lens for understanding what motivates various personality types and inspires them to embrace or resist change. As an intern, I partnered with The Shalom Project to evaluate potential revitalization of their Circles USA partnership. Programmatic and stakeholder research revealed desire for a similar program with a different curriculum and leadership model. The Flourish Initiative launched in 2019 to answer that community need.

Bachelor of Arts in Integrative Studies (Intellectual History of Western Civilization from Antiquity to the Early Modern Era), Philosophy Minor | Salem College, Winston-Salem, NC | August 2011 – May 2017 | Dean's List 2011-2017 | Graduated Summa Cum Laude

PROFESSIONAL EXPERIENCE & IMPACT

Editor of Content and Publications International Legal Technology Association (ILTA) | Chicago, IL (remote) | Nov. 2023 – Present | <https://www.iltanet.org/about/meet-ilta-leadership/staff-org-chart>

As ILTA's Editor of Content and Publications, I'm responsible for content on the Publications page of ILTA's website, yearly editorial calendar, as well as the full-cycle editorial and publication process for ILTA's quarterly digital magazine, *Peer to Peer*, and White Paper collections. I partner with authors, content managers, volunteer teams, and staff to curate educational content for ILTA's 25,000 member ecosystem.

Organizational Impact

- Produced a 128% annual increase for ILTA publications' readership audience during 2024. Growth from 5,928 unique viewers in 2023 to 13,560 unique viewers in 2024.
- Generated a 50-75% increase in content submissions by increasing community accessibility submission process and offering one-on-one content development coaching.
- Lead initiatives to create and institute policies, guidelines, best practices, and a content rubric that improved content quality and standardized decision-making processes for content acceptance.
- Implemented a strategy of inclusion for content solicitation and publication promotion among the volunteer community through consistent internal, interdepartmental collaboration with ILTA staff.

Operational Efficiency

- Reduced interdepartmental hours required for the publication production process by over 50% by implementing work-hour optimization tactics with ILTA's Creative Design Director.
- Designed a postmortem annual review to assess yearly goals, create new benchmarks for growth, and compare comprehensive metrics for growth-oriented decision making.

ILTA Publications Portfolio

- Publications Webpage <https://www.iltanet.org/resources/publications>
- ILTA Awards of Excellence <https://epubs.iltanet.org/i/1529256-2024/0?>
- *Peer to Peer*
 - "Taxonomy, Data, Governance, and AI... Oh My!"
<https://epubs.iltanet.org/i/1530716-winter24/0?>
 - "Embracing New Voices and Empowering New Technologists"
<https://epubs.iltanet.org/i/1527706-fall24/0?>
 - "Your AI Did What? The Trials and Tribulations of Generative AI"
<https://epubs.iltanet.org/i/1521210-spring24/0?>
- *White Papers*
 - Knowledge Management and Marketing Technologies
<https://epubs.iltanet.org/i/1529627-kmmt24/0?>
 - Security and Compliance
<https://epubs.iltanet.org/i/1519635-sc24/0?>

ILTACON 2024

ILTACON is ILTA's annual premier conference for professionals within the global legal technology community <https://www.iltacon.org/home>

- Responsible for editorial and press-related duties, as well as the conference's Tranquility Room. See the "A Little Room for Tranquility" section <https://abovethelaw.com/2024/08/24-hours-at-iltacon-24/>

- Facilitate a collaboration between ILTA's Women Who Lead group and Thistle Farms, a Nashville-based nonprofit: <https://abovethelaw.com/2024/09/the-power-of-self-advocacy/>
-

Office Manager and Paralegal Parham Law Office, PLLC | Murfreesboro, TN | Aug. 2021 - May 2023

- Identified and mitigated critical risks through initial operational analysis (e.g., addition of Errors and Omissions coverage, formalized office policies and NDA for employee files, set-up a firm-wide VPN and partnered with IT consultants to meet the digital security needs of pandemic-related shifts).
 - Utilized behavioral analysis skill-set during jury selections, court proceedings, pre-trial client consultations, and resiliency coaching for clients experiencing the impact of trauma-related emotional reactivity.
 - Transitioned active client files into the firm's cloud-based, client management system and streamlined all administrative, paralegal, and client tasks, including the preparation and filing of legal documents, tracking deadlines, and overseeing the firm's court calendars across multiple systems within seven middle-Tennessee counties.
 - Decreased the firm's yearly uncollectible fees by 74% through flexible in-house payment options and a client-focused resource for exploring creative funding opportunities.
 - Managed all administrative and paralegal duties for the firm owner and partner attorney through their partnership dissolution and the division, resolution, closure, and physical and digital storage of 127 remaining client files.
-

Founder and Director of the Flourish Initiative | The Shalom Project, Winston-Salem, NC | June 2018 – August 2021 | <https://theshalomprojectnc.org/flourish>

- Spearheaded the research, content creation, operational processes, administrative documents, and promotion of the Flourish Initiative, to increase economic mobility opportunities for financially insecure single females through holistic wellness education within a supportive community of belonging.
- Safeguarded sustainability by establishing a diversified donor database, authoring data-driven grant proposals, delivering compelling outreach content, and creating pathways for community members to donate items and services to support program participants.
- Maintained a transparent relationship with The Shalom Project's Board of Directors, staff, and community stakeholders, ensuring alignment with organizational mission, vision, programmatic goals.
- Exhibited programmatic resiliency during the COVID-pandemic as a result of Flourish's technology-driven, workforce development initiative implemented in the fall of 2019.

- This initiative provided personal laptops for participants and their children. We were operating on a hybrid (in-person and online) schedule when the pandemic began. The community seamlessly transitioned to a fully-remote, weekly meeting schedule and was the first low-income program in Forsyth Co. to provide individual support for parents (many with little to no tech skills) as they transitioned their children to online learning platforms and navigated child care complications. I shared this strategy with other Partnership for Prosperity (see below) Board members. In turn, they were better prepared to distribute COVID relief-funds and implement emergency support measures through the Winston-Salem Foundation. <https://www.wsfoundation.org/covid-19-grants>
<https://www.wsfoundation.org/press-releases/covid-19-fund-awards-final-grants>
- Developed comprehensive program materials and facilitated high-level educational meetings and trainings, enhancing participant engagement and program effectiveness and impact.
- Managed creative design for the Flourish website and password-protected online learning platform, enhancing accessibility and user experience for participants.
- Coordinated a diverse network of guest presenters and service providers while managing a team of staff, interns, and VISTA members to deliver high-quality programming.
- Cultivated strategic partnerships with county, regional, and state-wide nonprofit organizations, associations, and faith-based communities.
- Advocated for trauma-informed leadership and belonging-based communities to increase the resiliency and social capital of traditionally under-represented populations.

ADDITIONAL CAREER HIGHLIGHTS

- Consistent top-producing (NC region) commercial associate agent and retention consultant for Nationwide Insurance, who specialized in building, analyzing, and presenting complex commercial policies and building resilient commercial portfolios (2008-2011).
- 20 years of experience in leadership, mentoring, and HR-related roles.
- Board of Directors for Forsyth (NC) County’s Partnership for Prosperity Jan. 2019 – Dec. 2020. Collaborated with city and state officials, CEOs from United Way and Goodwill, Wake Forest University’s Prevoist, and Partnership for Prosperity staff to increase economic mobility within Forsyth County, NC.

Commonly Used Technology

MS Office Suite/MS 365, Teams | Google Suite | Zoom | Dropbox | Slack | SharePoint | MyCase | Wix | Canva | Adobe | Boolean Searches | Grant-Funding Databases | Generative AI-Tools (CoPilot, Canva, ChatGPT, etc.) | Grammarly | Uberflip | ClickUp | 15 Five

References are available upon request.

Academic Transcripts

(Official Documents Available Upon Request)

UNIVERSITY

Office of the University Registrar
P.O. Box 7207
Winston Salem NC 27109-7207

Date Printed 28-NOV-2022 **Page:** 1

Divinity School

Issued To: Crystal Little
Parchment: TWJV9J2L

Course Level: Divinity

Degrees Awarded Master of Divinity 18-MAY-2020
Ehrs: 78.00 GPA-Hrs: 59.00 QPts: 223.040 GPA: 3.780
Primary Degree
Major: Divinity

SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R
INSTITUTION CREDIT:					
Fall 2017					
HIS 501	History of Christianity I	3.00	A	12.000	
MIN 501	Art of Ministry	2.00	A	8.000	
MIN 710	Readings in Psych of Religion	1.00	A	4.000	
SPI 790B	Christian Mysticism	3.00	A	12.000	
THS 715	LatAmer Liberation Theologies	3.00	A	12.000	
Ehrs: 12.00 GPA-Hrs: 12.00 QPts: 48.000 GPA: 4.000					
Spring 2018					
HIS 502	History of Christianity II	3.00	A	12.000	
HIS 672	Interfaith in W-S	3.00	A	12.000	
MIN 790C	Evangelism as Storytelling	1.00	A	4.000	
SPI 610	Spirituality & Discernment	3.00	A	12.000	
THS 501	Christian Theology	3.00	A	12.000	
Ehrs: 13.00 GPA-Hrs: 13.00 QPts: 52.000 GPA: 4.000					
Summer 2018					
MIN 540	Summer Internship Reflection	0.50	P	0.000	
MIN 540	Summer Internship Reflection	1.00	P	0.000	
MIN 543	Internship	0.00	NC	0.000	
Ehrs: 1.50 GPA-Hrs: 0.00 QPts: 0.000 GPA: 0.000					
Fall 2018					
BIB 521	Old Testament Interp I	3.00	A	12.000	
MIN 542A	Internship	0.00	P	0.000	
MIN 602A	Internship Reflection Seminar	1.50	P	0.000	
MIN 629	Rel Leadership Nonprofit Orgs	3.00	B	9.000	
THS 670	ClassicsContemplativeTheology	3.00	A-	11.010	
Ehrs: 10.50 GPA-Hrs: 9.00 QPts: 32.010 GPA: 3.556					

SUBJ NO.	COURSE TITLE	CRED	GRD	PTS	R
Institution Information continued:					
Ehrs: 13.50 GPA-Hrs: 12.00 QPts: 43.000 GPA: 3.583					
Fall 2019					
BIB 541	Introduction to New Testament	3.00	A-	11.010	
IDS 792	Program Flourish	3.00	A	12.000	
MIN 705	Third Year Capstone	1.50	P	0.000	
MIN 790	The Art of Preaching	3.00	A-	11.010	
SPI 572	Quaker Spirituality	1.00	B	3.000	
THS 521	Foundations of Christian Ethic	3.00	A-	11.010	
Ehrs: 14.50 GPA-Hrs: 13.00 QPts: 48.030 GPA: 3.694					
Spring 2020					
A global public health emergency (COVID-19 Pandemic) required significant changes to the delivery of instruction. Some grading options and timelines were adjusted to reflect the tumult of the time.					
BIB 542	Interpret NewTestament Letters	3.00	P	0.000	
DFP 000	Divinity Graduation Fee	0.00	NC	0.000	
HIS 674	Religion & the Civil Rights	3.00	P	0.000	
IDS 792	Flourish Manual	1.00	P	0.000	
MIN 638	Trauma and Resilience	3.00	P	0.000	
MIN 790B	Community Leadership Toolkit	3.00	P	0.000	
Ehrs: 13.00 GPA-Hrs: 0.00 QPts: 0.000 GPA: 0.000					
***** TRANSCRIPT TOTALS *****					
Earned Hrs GPA Hrs Points GPA					
TOTAL		78.00	59.00	223.040	3.780
INSTITUTION					
TOTAL		0.00	0.00	0.000	0.000
TRANSFER					
OVERALL		78.00	59.00	223.040	3.780
***** END OF TRANSCRIPT *****					

Term	Course	Grade	Credits	Points	GPA
Summer 2018					
MIN 540	Summer Internship Reflection	0.50 P	0.000		
MIN 540	Summer Internship Reflection	1.00 P	0.000		
MIN 543	Internship	0.00 NC	0.000		
Ehrs: 1.50 GPA-Hrs: 0.00 QPts: 0.000 GPA: 0.000					
Fall 2018					
BIB 521	Old Testament Interp I	3.00 A	12.000		
MIN 542A	Internship	0.00 P	0.000		
MIN 602A	Internship Reflection Seminar	1.50 P	0.000		
MIN 629	Rel Leadership Nonprofit Orgs	3.00 B	9.000		
THS 670	ClassicsContemplativeTheology	3.00 A-	11.010		
Ehrs: 10.50 GPA-Hrs: 9.00 QPts: 32.010 GPA: 3.556					
Spring 2019					
BIB 522	Old Testament Interp II	3.00 A	12.000		
BIB 614	Multicultural Bib Interpretati	3.00 B	9.000		
IDS 791	Independent Study I	3.00 A	12.000		
MIN 512	Healthy Boundaries: Min, Eth,	1.00 A	4.000		
MIN 542B	Internship	0.00 P	0.000		
MIN 602B	Internship Reflection Seminar	1.50 P	0.000		
SPI 711	Spirituality of the Enneagram	2.00 B	6.000		
***** CONTINUED ON NEXT COLUMN *****					
***** TRANSCRIPT TOTALS *****					
TOTAL	Earned Hrs	GPA Hrs	Points	GPA	
INSTITUTION	78.00	59.00	223.040	3.780	
TRANSFER	0.00	0.00	0.000	0.000	
OVERALL	78.00	59.00	223.040	3.780	
***** END OF TRANSCRIPT *****					

AN OFFICIAL SIGNATURE IS WHITE WITH AN OLD GOLD BACKGROUND

REJECT DOCUMENT IF SIGNATURE BELOW IS ALTERED

In accordance with USC 438 (6) (4) (B) (The Family Educational Rights and Privacy Act of 1974) you are hereby notified that this information is provided upon the condition that you, your agent or employees, will not permit any other party access to this record without consent of the student. Alterations of this transcript may be a criminal offense.


Ken J. Gilson, EdD

University Registrar and Assistant Provost for Academic Administration

Winston Salem NC 27109-7207

Undergraduate Division

Date Printed 28-NOV-2022 Page: 1

Issued To: Crystal Little
Parchment: TWJV9J2L

Course Level: Undergraduate

SUBJ NO.	COURSE TITLE	CRED GRD	PTS R
INSTITUTION CREDIT:			
Fall 2013			
REL 319	Vis of End: Jew & Christ Apoc	3.00 A	12.000
Ehrs: 3.00 GPA-Hrs: 3.00 QPts: 12.000 GPA: 4.000			
***** TRANSCRIPT TOTALS *****			
TOTAL	Earned Hrs	GPA Hrs	Points
INSTITUTION	3.00	3.00	12.000
TRANSFER	0.00	0.00	0.000
OVERALL	3.00	3.00	12.000
***** END OF TRANSCRIPT *****			

Parchment Transcript Report

Prepared for: Crystal Little on 01/17/2017
 DID#: [REDACTED]
 Parchment Student ID: [REDACTED]
 Student SSN: [REDACTED]
 Page 1 of 2

Jeannette M. Rork
 Jeannette M. Rork, Registrar

Student Name: Crystal Leigh Little
 Date of Birth: [REDACTED]
 Student Address:

Salem College
 kendra.wise@salem.edu
 601 S Church St Winston Salem, NC 27101-5376
 Tel: 3367212600 Fax: 3369175800

Degrees Awarded

Undergraduate

Degree: BA
Focus: Integrative Studies
Comments: No Degree Yet Awarded

Completed Courses

Course ID	Course Title	Mark	Att	Cmp	QPts	QHrs
Fall 2011 (08/27/2011 to 12/15/2011)						
HIST 222	The Greco-Roman World	B		4.00	12.0000	
RELI 110	Intro to Hebrew Scri	A		4.00	16.0000	
SIGN 130	Transitions: A Chang	A		4.00	16.0000	
	Term: 3.8866		Term: 12.00	12.00	44.0000	12.00
	Cum: 3.8866		Cum: 12.00	12.00	44.0000	12.00
Deans List						
Spring 2012 (02/02/2012 to 05/19/2012)						
ENVS 120	Earth Sciences	A		4.00	16.0000	
RELI 220	Special Topics in Re	B+		4.00	13.3200	
RELI 255	Women in Ancient Jud	A		4.00	16.0000	
	Term: 3.7766		Term: 12.00	12.00	45.3200	12.00
	Cum: 3.7216		Cum: 24.00	24.00	89.3200	24.00
Deans List						
Fall 2012 (08/27/2012 to 12/15/2012)						
HIST 223	Medieval Europe	A-		4.00	14.6800	
HIST 281	The Ottoman Empire	A		4.00	16.0000	
PHIL 302	Philosophy of Religj	A		4.00	16.0000	
	Term: 3.8900		Term: 12.00	12.00	46.6800	12.00
	Cum: 3.7777		Cum: 36.00	36.00	136.0000	36.00
Deans List						
Spring 2013 (02/02/2013 to 05/19/2013)						
CDMM 120	Oral Communication	A		4.00	16.0000	
HIST 290	Honors Independent S	A		4.00	16.0000	
RELI 221	Islam: The Straight	A-		4.00	14.6800	
	Term: 3.8900		Term: 12.00	12.00	46.6800	12.00
	Cum: 3.8058		Cum: 48.00	48.00	182.6800	48.00
Deans List						
Fall 2013 (08/27/2013 to 12/15/2013)						
HIST 231	Renaissance & Reform	A		4.00	16.0000	
PHIL 220	Special Topics in Ph	A		4.00	16.0000	
REL 319	Vis of End: Jew & Ch	A		4.00	16.0000	
Deans List						
Spring 2014 (02/02/2014 to 05/19/2014)						
PHIL 220	Special Topics in Ph	A		4.00	16.0000	
REL 319	Vis of End: Jew & Ch	A		4.00	16.0000	
	Term: 4.0000		Term: 12.00	12.00	48.0000	12.00
	Cum: 3.8446		Cum: 60.00	60.00	230.6800	60.00
Deans List						
Spring 2014 (02/02/2014 to 05/19/2014)						
HIST 290	Honors Independent S	A		4.00	16.0000	
PHIL 210	Individual Philosoph	A		4.00	16.0000	
RELI 205	Biblical Topics	A		4.00	16.0000	
	Term: 4.0000		Term: 12.00	12.00	48.0000	12.00
	Cum: 3.8705		Cum: 72.00	72.00	278.6800	72.00
Deans List						
Fall 2014 (08/27/2014 to 12/15/2014)						
HIST 290	Honors Independent S	A		4.00	16.0000	
PHIL 220	Special Topics in Ph	A		4.00	16.0000	
RELI 220	Special Topics in Re	A		4.00	16.0000	
	Term: 4.0000		Term: 12.00	12.00	48.0000	12.00
	Cum: 3.8890		Cum: 84.00	84.00	326.6800	84.00
Deans List						
Spring 2015 (02/02/2015 to 05/19/2015)						
HONR 220	Disciplinary Honors	A		4.00	16.0000	

Completed Courses

Course ID	Course Title	Mark	Att	Cmp	QPts	QHrs
Spring 2015 (02/02/2015 to 05/19/2015)						
PHIL 208	Modern Philosophy	A-		4.00	14.6800	
RELI 220	Special Topics in Re	A		4.00	16.0000	
	Term: 3.8900		Term: 12.00	12.00	46.6800	12.00
	Cum: 3.8891		Cum: 96.00	96.00	373.3600	96.00
Deans List						
Fall 2015 (09/01/2015 to 12/18/2015)						
LATN 010	Elementary Latin I	A		4.00	16.0000	
RELI 268	Jesus and the Gospel	A		4.00	16.0000	
RELI 310	The Study of Religio	A		4.00	16.0000	
	Term: 4.0000		Term: 12.00	12.00	48.0000	12.00
	Cum: 3.9014		Cum: 108.00	108.00	421.3600	108.00
Deans List						
Spring 2016 (02/01/2016 to 05/11/2016)						
INTG 290	Honors Independent S	A		4.00	16.0000	
LATN 020	Elementary Latin II	A		4.00	16.0000	
RELI 220	Special Topics in Re	A		4.00	16.0000	
	Term: 4.0000		Term: 12.00	12.00	48.0000	12.00
	Cum: 3.9113		Cum: 120.00	120.00	469.3600	120.00
Deans List						
Fall 2016 (08/24/2016 to 12/12/2016)						
LATN 030	Intermediate Latin I	A		3.00	12.0000	
MUSI 110	Women Pop Mus USA	A		3.00	12.0000	
PHIL 220	Sp Top Star Trek Phi	A		3.00	12.0000	
SIGN 350	Sustainable Living	A		3.00	12.0000	
	Term: 4.0000		Term: 12.00	12.00	48.0000	12.00
	Cum: 3.9193		Cum: 132.00	132.00	517.3600	132.00

Credit Summary

Type	Cmp
Total Credits Taken	132.00
Total Transfer Credits	0.00
Overall Credits	132.00

GPA Summary

Type	GPA
Cumulative GPA	3.9193

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