

Jessica Neff, Ph.D.

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Jessica Neff holds a Ph.D. and M.A. in Communication from the USC Annenberg School for Communication and Journalism, and a B.A. in Psychology from UC Santa Cruz. Dr. Neff currently serves as Co-Director of the M.S. in Communication Data Science Program at USC, a joint degree program offered by the Annenberg School for Communication and Viterbi School of Engineering. Dr. Neff is also an instructor in USC Annenberg's Master of Communication Management Program, where she teaches courses on strategic and organizational communication. She has worked as a Research Associate Professor at the Naval Postgraduate School since 2011. Prior to working at USC and NPS, Dr. Neff completed a post-doctoral fellowship at Barcelona Media

Center, a think tank focused on technology and media research, and worked as a facilitator at the USC Marshall School of Business Experiential Learning Center. She has worked in various capacities with a range of organizations including the U.S. Navy, U.S. Army, NATO, Telefónica, Indra, and a number of technology startups.

Dr. Neff's research examines processes of collaboration and knowledge exchange at the team, organizational, and inter-organizational levels, and how social media and other technological platforms are used to support these core organizational processes. She also conducts research on strategic communication. Her work has been published in *Journal of Communication*, *Management Communication Quarterly*, *Journal of Computer-Mediated Communication* and other peer-reviewed journals. Her 2011 dissertation won an award from the Organizational Communication Division of the International Communication Association, and a paper published out of that work recently won the Best Research Award from the Group Communication Division of the National Communication Association.