

Anna Dall'Acqua

PERSONAL DETAILS AND CONTACT

Name:	Anna Dall'Acqua
Date and place of birth:	Brescia, 19/01/1995
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CURRENT POSITION

1/11/2021 - present

Linguist - FEM-Future Education Modena

FEM is an international and interdisciplinary research center focused on learning design and applied research in education. Its aim is to apply the best academic results to real teaching contexts to improve the quality and effectiveness of educational design.

I work closely with the linguists' team to design educational experiences from cognitive and computational linguistics approaches.

I am mainly involved in:

- design of teaching units of Italian literature and culture for first and second-grade secondary school
- design of didactic units for Italian language (L1, L2) for first and second-grade secondary school
- design of English learning courses for secondary school
- design of workshops and seminars about the links between language and culture (language and gender, the political language, specialized languages...) for secondary school teachers and students
- design of courses and seminars for teachers and students on specific language-social phenomena (e.g., cyberbullying and *hatespeech*)

All our courses arise from real educational needs and are the result of deep instructional design. They are often supported by the most advanced available technologies (LLM, annotation platforms, chatbots supported by NLU algorithms...).

I am also involved in dissemination activities.

1/10/2023 - present

PhD in Linguistics - University of Verona, Department of Foreign Languages and Literatures

My research project focuses on developing reading ability in typical, atypical, monolingual, and multilingual readers. I deal with the intersection between text comprehension and inference generation ability during reading and how it is influenced by other linguistic features, such as vocabulary knowledge (*vocabulary depth, vocabulary breadth*). Use of advanced analysis techniques such as eye-tracking.

EDUCATION

26/11/2017- 10/03/2020

MA in **Linguistics** - grade: 110cumlaude/110
Classical Philology and Italian Studies Department, University of Bologna (Italy)
Thesis: *Design and implementation of a Conversational Agent* [in Italian]
Supervisor: Fabio Tamburini

04/10/2014- 17/11/2017

BA in **Humanities** - grade: 110cumlaude/110
Classical Philology and Italian Studies Department, University of Bologna, (Italy)
Thesis: *Heimat e Sprache in Ingeborg Bachmann* [in Italian]
Supervisor: Michael Gottlieb Dallapiazza

10/2016-09/2017

Erasmus+ Student at the Department of Romance Studies and Linguistics, Heidelberg University [12 months].

09/2010-07/2014

Liceo Ginnasio “Arnaldo”, Brescia, Italy. Maturità classica (High School Diploma).

RESEARCH AND WORK EXPERIENCE

1/10/2022-31/05/2023

Italian language assistant at two secondary schools in Vienna (Austria). Winner of the MIUR call for Italian language assistants in collaboration with the Austrian Bildungsdirektion. Focus on conversation skills, listening comprehension and Italian cultural knowledge.

06/07/2020 - 31/12/2021

Research fellow at the Classical Philology and Italian Studies Department at the University in Bologna, holder of a research grant entitled *Linguistic methodologies for the development of dialogue systems (chatbots)*, financially supported by Injenia, an ICT company based in Bologna, specialized in machine learning and its applications. Besides conducting the research project, I collaborate closely with Injenia's Conversational AI projects. The results of this work have been published in international journals such as *IJCOL-Italian Journal of Computational Linguistics* and *Lexia*.

06/04/2020- 06/07/2020

Computational Linguist - Injenia, Bologna

I provide linguistic review of chatbot and virtual assistant projects and collaborate in the creation of conversational flows for chatbots and voicebots. I support the final client in maintenance, management and fine-tuning on their released Conversational AI projects. I collaborate in the performance evaluation of existing chatbot and virtual assistant projects through KPI and in transcription, annotation, and labeling activities for other machine learning projects.

03/2019-12/2019

Chatbot Conversation Designer - Heres, Bologna

As part of the Conversation Designers team, I am in charge of defining the *Conversational User Experience Design*, managing the NLU component and monitoring, maintaining and evaluating performance through KPIs in several chatbot projects. I also carry out testing and evaluation activities on Dialogflow. I work as a copywriter and content creator for the blog, I edit and proofread translations both from Italian to English and from English to Italian.

07/2016-08/2016

Sound Recording Equipment Operator - Università di Heidelberg, Heidelberg

I participate as a sound technician in the production of videos aimed at L2 language learning within the LangPerformLab project, realised by the international theatre group IdefiX of the University of Heidelberg in collaboration with the University of Tampere (Finland).

TEACHING ACTIVITIES

A.Y. 2019/2020

How to build a chatbot: the conversational side, Master di Digital Technology Management, Bologna Business School, University of Bologna [24 hours of frontal lessons and practical workshops, in English]

How to build a chatbot: the conversational side and Dialogflow, Open Program in Artificial Intelligence e Machine Learning for Business, Bologna Business School, University of Bologna [7 hours of frontal lessons and practical workshops, in English]

A.Y. 2020/2021

How to build a chatbot: the conversational side, Master di Digital Technology e Innovation Management, Bologna Business School, University of Bologna [24 hours of frontal lessons and practical workshops, in English]

How to build a chatbot: the conversational side and Dialogflow, Open Program in Artificial Intelligence e Machine Learning for Business, Bologna Business School, University of Bologna [7 hours of frontal lessons and practical workshops, in English]

A.Y. 2021/2022

How to build a chatbot: the conversational side, Master di Digital Technology e Innovation Management, Bologna Business School, University di Bologna [24 hours of frontal lessons and practical workshops, in English]

A.Y. 2022/2023

Methodologies for didactic innovation - The methods 'proposed' by the humanities, Distance learning + Applied Linguistics for the course Media Education for Literary Disciplines and Publishing at the Department of Education at the University of Modena and Reggio Emilia, [2 hours of frontal lecture].

PUBLICATIONS AND CONFERENCES

Dall'Acqua Anna; Tamburini Fabio, *Toward a linguistically grounded dialog model for chatbot design*, «IJCOL», 2021.

Dall'Acqua Anna; Tamburini Fabio, *Implementing a Pragmatically Adequate Chatbot in DialogFlow CX*, Proceedings of the Eighth Italian Conference on Computational Linguistics (CLiC-it Milan, 26-28 Janaury 2021).

Dall'Acqua Anna, *Metodologie linguistiche per la creazione di assistenti conversazionali: un contributo teorico-applicativo*, CLUB Working Papers in Linguistics 6, 2022, 79-109.

Dall'Acqua, Anna; Bellentani; Federico, *How to build a chatbot. A semiotic and linguistic approach*. Semiotica e Intelligenza Artificiale. Vol. 48. Aracne, 2023. 149-169.

RELEVANT SKILLS AND COMPETENCES

Qualification to teach Humanities and Italian at Secondary School Level (classe di concorso A011 - Discipline letterarie e latino per i licei)

Italian: native speaker

English: IELTS 7.5

German: DSH-3

Attendance at *BI Two-months German Language Course* - Goethe Institut, Berlin, July-August 2015.

Attendance at *Fuori dalle righe - Course on Transfeminist Communication*, Bologna, May 2021 [online, in Italian].

Attendance at *Training course in editorial publishing* - Herzog Literary Agency, Bologna, November-March 2018.

Knowledge of Dialogflow ES and Dialogflow CX (advanced)

Knowledge of Flow.ai (basics)

Layout with LaTeX (basics)

SUMMER SCHOOLS

DAAD Summer School in German Language and Culture, Goethe University in Frankfurt am Main, 1st-31st August 2016, funded by DAAD scholarship

2nd Interdisciplinary Italy Postgraduate Summer School *The digital turn: when, why, and how to embrace it*, 1-2-3 July 2021, organized by the *Interdisciplinary Italy: Interart/Intermedia* and the Department of Italian Studies at Trinity College Dublin [online]

Training School Language in the Human-Machine Era (LITHME), Porto University, Portugal 30th May-3rd June 2022

PROJECTS

*Assessora, *giornalista, e altre amenità: che cos'è il linguaggio inclusivo e perché è importante?* [in Italian]

I designed and conducted a linguistic workshop on the use and importance of inclusive language as part of the Civic Education course at the Liceo B. Rambaldi in Imola (students in the fourth year of the scientific high school).

Violenza di genere: come riconoscerla e combatterla, sui social e nella vita [in Italian]

With some staff members of the *Casa delle donne per non subire violenza* in Bologna, I held a conference for 25 classes of a professional school in Turin on 8 March 2022 on violence against women. I focused on the linguistic aspects of this topic (verbal violence, linguistic constructions of stereotypes, analysis of newspaper headlines, hatespeech on social networks), while the staff members dealt with gender-based violence (visible and invisible forms of gender-based violence, types of violence, the history and the role of anti-violence centres in Italy as a tool for combating violence).

