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## **PROFESSIONAL SUMMARY**

An experienced, enthusiastic educator who is committed to student success, engagement, and persistence.

- CSU-Chico Campus MBA Director for College of Business until July 2022
- Five years teaching Business Information Systems (Operations Management, Data Communications, and Networking) at Chico State University
- Thirteen years teaching computer technology courses at the bachelor's level both on the ground/online with the University of Phoenix
- Eight years teaching bachelor's courses in Project Management and Information Security with ITT Technical Institute
- Ten years teaching computer technology courses (Local Area & Wide Area Networks) at the community college level at DeAnza College
- Five years teaching IT courses (Information Security, Defensive Countermeasures, Disaster Recovery, Server Installation and Configuration, Linux, Ethical Hacking).
- Academic research in Management, Corporate Governance, Globalization, Diversity, and Foreign Board Membership
- Academic research in Business Information Systems, Using Flipped instruction I a technology-enhanced learning environment: the case for scaffolding and Production innovation using agile practices in the classroom, published 2021
- Basic & Applied Research in Blended and eLearning techniques, scaffolding, team-based learning, flipped classroom, Agile project management
- Restarted the Operations & Supply Chain Management Club. Competed in the case competition sponsored by the Association of Supply Chain Management and Deloitte & Touché. Students made it to Round Two.
- SAP Club Advisor, fall 2022, Competed in ERPsim International Competition for the first time by CSU-Chico. SAP Club's five members achieved 3<sup>rd</sup> place in the SAP ERPsim Sustainability Challenge. Worked with SAP President Kyle Barrows, who was graduating in December, to ensure the continuity of the club to Spring 2023.

## **EDUCATION**

### **Ph.D. Organization and Management**

Capella University, Minneapolis, Minnesota

August 2015

### **Master's in Public Administration, MPA**

The University of Michigan, Ann Arbor, Michigan

May 1987

### **Bachelor of Business Administration, BBA**

Eastern Michigan University, Ypsilanti, Michigan

June 1970

## **CAMPUS MBA DIRECTOR**

**California State University-Chico**

**January 2021 – July 2022**

Transitioned Campus MBA program to Jennifer Duggan, Assistant Director of College of Business. Created a guidebook for Jennifer on every function performed in the Campus MBA Program. Trained her over Zoom to review the guidelines and show her how to do each function of the program. Note: my sister had two seizures, and I needed to step away to take care of her. I returned to teaching in the Fall of 2022.

As Director of the Campus MBA program, I provided administrative oversight of graduate student admissions, student progress, orientation, speaker series, graduation, and communication. Work with Department Chairs on course offerings and their schedules for Spring and Fall. Coordinate marketing of events on Facebook, Instagram, and Linked In. Contract with Engelbrecht Advertising for digital and billboard advertisements. Also, place ads in the Nursing Association of California newsletters.

Work with International Education and Global Engagement on recruiting, evaluating, and approving students to the Campus-based MBA program. Worked closely with International Global Engagement to recruit and accept international students into the MBA program. International students were admitted: Fall 2021- 8, Spring 2022 - 6, and Fall 2022 – 20. For Fall 2021 admissions with domestic and international students, we had the largest incoming class of 28 students into the MBA program. The expectation for Fall 2022 projects 35 new MBA students. The largest increase in Enterprise Information Systems (EIS) is 14 international students for Fall 2022.

Served monthly on the Graduate Council and established contact with other Graduate Directors within the University. Collaborated with the Graduate Business Association (GBA), attended all board meetings, provided speakers, and offered suggestions on MBA networking events. Matched students with faculty for funded Instructor Student Assistant positions (ISA) each semester. Coordinated leadership training, guest speakers, and campus events. Worked with MBA Business Graduate Advisor to manage the admission, course enrollment, and graduation of students. Oversaw Assurance of Learning Data Collection for the program. Participated in commencement, including nominating student speakers, securing faculty engagement, and being a faculty marshal for the annual commencement of 2021 and 2022,

**California State University-Chico**

**November 2020 – January 2021**

Matt Meuter provided training on all responsibilities of the Campus MBA Program to prepare for the transition in January 2021. Training included: Academic and administrative oversight of the MBA program - including monitoring graduate student admission, progress, orientation, and communication. Working with department chairs on MBA course offerings and course requirements. Overseeing Assurance of Learning Data Collection, coordinating recruiting, and

marketing efforts, update Facebook, Instagram, and Linked In sites. Coordinating with International recruiting platforms and developing MOUs with interested global universities. Developing promotional brochures and flyers. Serving on the Graduate Council and connecting with Graduate Directors from other departments across campus. Matching students with faculty for funded ISA positions each semester. Coordinating leadership training, corporate tours, guest speakers, and campus events. Collaborating with MBA Advisors and working together to manage the admission and graduation of students.

### **SLF Proposals Approved for Campus MBA Program**

#### **Seufferlein MBA Sales Case Competition**

The Chico State, MBA Sales Competition, is designed to prompt MBA students to examine a company's sales problem in the context of a real-life sales situation. The Chico State MBA competition gives MBA students the opportunity to demonstrate and improve their selling abilities by formulating their case analyses and demonstrating the value proposition to the customer. Awarded SLF Funds on May 9, 2022, of \$10,000 to fund the competition.

#### **MBA Speaker Series**

SLF proposal for professional speakers to host workshops and presentations to MBA students. Partnered with Graduate Business Association to sponsor the speakers. Hiring Tom Marcoux, Spoken Word Strategist and Executive Coach, who won a speaker award at the Emmys and his feature film were presented at the Cannes Film Festival. Awarded SLF Funds on May 9, 2022, of \$2,000 to fund the Speaker Series.

## **PROFESSIONAL DEVELOPMENT**

### **SAP Artificial Intelligence**

**June 8 & 9, 2022**

AI is a rapidly advancing discipline at the intersection of computer science, technology, cognitive science, and data science. Learn how SAP is innovating its *intelligent enterprise* using AI by injecting it into *Business Technology Platform*. The topics covered were Artificial Intelligence (AI) overview, innovations and solutions with SAP AI, and learning how to use AI to automate tasks and improve user experience. Completed hands-on exercises with SAP Conversational AI and earned a badge for SAP Artificial Intelligence.

### **SAP Business Process Integration with S/4 HANA**

**June 1 & 2, 2022**

Overview of SAP S/4 HANA database and performance enhancements. Discussion of integration of all functional departments in a company to share and collaborate with SAP Enterprise Resource Planning (ERP) and Materials Requirements Planning (MRP). Materials Management (MM). Materials management covers all tasks within the supply chain, including consumption-based planning, planning, vendor evaluation, and invoice verification. Completed hands-on exercises with SAP Materials Management. Earned a badge for SAP Business Process Integration (BPI).

**Montreal ERPsim User Group Meeting****June 13 – 15, 2022**

Attended the ERPsim User Group Meeting in Montreal, Canada. I had an opportunity to network and exchange ideas with professors using ERPsim around the world. HEC Montreal introduced its new **Logistics Sustainability** and **Maple Syrup** Game scenarios and participated in discussion panels, and made recommendations. Joined Level 2 training and currently reviewing to take the certification course.

**Intro to BPI with SAP S/4 HANA SAP University Alliances****January 2022****Earned Trainer Skills – Intro to BPI with SAP S/4 HANA certificate**

Learned how high-level business processes are supported by SAP S/4HANA. Emphasis is directed on learning organizational business processes using the SAP S/4HANA database. The instructor taught me how to navigate within SAP S/4HANA. The sequence of steps required for each business process was explained, and exercises were provided for the application. The course also included a discussion of best practices for teaching business processes using SAP S/4HANA.

**PMP Certification Renewal****Project Management Institute****September 2021**

Completed 60 professional development units (PDUs) required for PMP certification renewal earned September 2021.

**Scrum Immersion Course****Project Management Institute****August 2021****Earned SCRUM Immersion Course certificate and completed 14 PDU hours.**

The Agile Scrum Immersion course is a nine-module, five to six-hour self-paced online course that shows you how to use Disciplined Agile (DA) to improve your team's way of working. The instructor introduced foundational agile and lean practices that DA supports, learned how to use the tool kit to solve problems, and how to build high-performance teams. The training was filled with activities, animations, and supplemental readings.

**Project Management Institute****Annual Congress****September 2020**

Attended virtual conference to increase professional development units required for PMP certification renewal expected September 2021. Attended several sessions on Courageous Cultures, Transforming Against Crisis, Disciplined Agile Enterprise, Assessing Change Readiness for Implementation Plans, Project Team Culture, and Going from Industry Leader to Classroom Teacher.

**Introduction to SAP S/4 HANA SAP University Alliances****July 2020****Earned Train the Trainers for Introduction to SAP S/4HANA certificate with 24 hours of class time.**

The course introduced the SAP University Alliances faculty member to the SAP S/4 system and the GBI data set. Hands-on exercises covered business processes in Financial Accounting, Sales and Distribution, Materials Management (procurement), and other specific functional areas. The SAP GUI, Web GUI, and Fiori clients were used to do hands-on exercises. Learned about SAP University Alliances Program, SAP Next-Gen Program, and SAP hosting centers.

**SAP Analytics****SAP University Alliances****July 2020****Earned Train the Trainers for SAP Analytics certificate based on 24 hours of class time.**

Learned how to access SAP Predictive Analytics in the Cloud. The course explored how to do data exploration and visualization with large databases. SAP Predictive Analytics helps managers make decisions based on accurate metrics using real-time Business Intelligence tools. The instructor provided presentations, discussions, hands-on exercises, and reflection activities for total immersion into SAP Analytics.

**SAP Blockchain Services****SAP University Alliances****July 2020****Earned Train the Trainers SAP Blockchain Services certificate with 24 hours of class time.**

Introduced faculty to Blockchain from its inception, growth, and current status. Learned how Blockchain is an open, borderless, decentralized, public, trustless, permissionless, immutable record of transactions of digital currency exchange. Transactions are peer-to-peer using Bitcoins (digital currency) in public distributed ledger. Also learned how to build blockchain solutions for business partners. The instructor had hands-on exercises and use cases to learn SAP Blockchain technology services.

**CSU Quality Online Learning and Teaching (QOLT)****Feb. 2020**

Faculty learn how to create Online Learning courses. Topics covered include (1) aligning learning objectives to course objectives, (2) defining measurable outcomes, (3) how to use universal design to include disabled students, (4) how to build community interaction in your course, (5) created mini-lectures, (6) apply principles to create effective video presentations, (7) methods to give sincere feedback and assessments, and (8) the power of reflection assignments for students to write their perspectives of what they learned in each assignment.

**SAP Next-Gen Chapter Conference 2019**

The University of Wisconsin, Milwaukee, Wisconsin, **July 2019**

The purpose of the conference was to learn about the latest academic offerings from SAP University Alliances, how to use the SAP curriculum, and understand Next-Gen Chapters.

- Attended Keynote presentation – Ron Gibson, VP & CIO – Johnsonville, LLC
- Attended several workshops on ERPSIM, SAP Analytics, and SAP HANA 4.

**Strategic Management – Corporate Governance**

Harvard University, Cambridge, Massachusetts

**July 2017**

- Class sessions were a mix of lectures, case and topic discussions, and debriefings aimed at demonstrating a principle in action.
- The focus of the course required evaluating the effectiveness of governance roles and responsibilities, understanding strengths and blind spots, recognizing the implications of behaviors and actions, and developing skills for addressing difficult governance situations and advancing monitoring, strategic planning, value creation, and risk oversight by a board of directors.

**ERPsims Level One Training****August 2017 & December 2018**

Chico State University, Chico, California

- ERPsims is a unique business simulation technology developed by HEC Montreal to provide Enterprise Resource Planning for hands-on problem-based learning. In the Fall

semester of 2017, the ERPsim introductory and extended manufacturing simulations are being implemented in three sections of my OSCM 306 classes.

**Agile Application: Using the Scrum Framework**

**August 2018**

Sacramento Regional Fire Communications Center, Rancho Cordova, CA

- Workshop discussed the foundational knowledge of Agile and the Agile Mindset. Agile shifts the organization to put the customer first as a product owner. The customer provides feedback continuously throughout the Agile project. Scrum practices have been applied to a project building a prototype website.

**CONFERENCE**

**Academy of Management Annual Conference 80<sup>th</sup> Annual Meeting August 2020**

Attended several sessions on Director Network Ties, Social Inequality, Cultural Differences, Employee Performance, Work Engagement, and Organizational Justice. Attended a session with the Academy of Management Editors where they explained what type of research is expected for each AOM journal.

**Academy of Management Annual Conference August 2016**

**– Making Organizations Meaningful - International Business Division**

- Chair of Paper Session – Board of Directors Influences – Introduced speakers and their papers: Bersant Hobdari, Copenhagen Business School; Pei Sun, Fudan University; Jerry Goodstein, Washington State University; Jakob Mueller, WU Vienna University of Business and Economics, and Ryan Federo, ESADE Business School.
- Invited to attend International Management Division Junior Faculty Consortium. Presenters included: Kristina Makela, Aalto University; Kazuhiro Asakawa, Keio University; Ingmar Bjorkman, Aalto University; John Cantrell, Rutgers University; Rebecca Reuber, University of Toronto; Elizabeth Rose, University of Otago; Kendall Roth, University of South Carolina; Michael Witt, INSEAD; and Andreas Schotter, Ivey Business School.

**SERVICE**

**SAP Club Advisor**

**CSU-Chico**

**Fall 2022 – Present**

Became the SAP Club Advisor in August 2022. Worked with SAP President, Kyle Barrows, to plan SAP activities and speakers for the Fall semester. Assisted club to make sure they completed officer training with Student Organization & Leadership Education to register the club for Fall 2022. Guided students in a manner that allowed freedom for them to plan their own activities and speakers. Prepared club on setting expectations to provide continuity for the club after Kyle graduated in December.

Attended all SAP Club meetings, secured SAP logon ids for students, and provided technical knowledge on how to do SAP exercises. In the Fall semester, I gave a presentation on SAP Fiori

and Human Capital Management. Club members learned to create a new department, hire new employees, transfer an employee, and create a recruiting event.

Led the club to test and give feedback on Success Factors in the SAP Cloud exercise created by Scott Bingley, Director of Victoria University, SAP Next-Gen Lab, in Australia. I created a google document to share their feedback. Scott liked the student feedback and wants us to test People Analytics again in the Spring of 2023.

Worked with Neelam Bahl and Tom Wilder on writing SAP curriculum exercises for SAP Arriba in the Cloud. Attended meetings with Nita Panda and Heather Matthews from SAP to determine their requirements and translate them into Arriba exercises on procurement. The goal of this project was to create documentation for students and professors at CSU-Chico to teach Arriba. In the fall 2022 BSIS 420 & 620 course, Tom Wilder had the students evaluate the Arriba exercises and make suggestions for improvement for future students.

**Graduate Business Association                      CSU-Chico    2021 – Present**

- Collaborated with the Graduate Business Association (GBA), attended all board meetings, provided speakers, and offered suggestions on MBA networking events.
- Speaker series:
  - Jeff Harrington & Jerad Provost – Benefits of the Career Center and Interviewing tips
  - Kate Riley (CEO, Animosa) and Tyler Manegold (ROAM Fitness) - Building Health Brands
  - Tom Marcoux, (CEO, The Spoken Word Strategist) – The business storyteller’s edge, how you can stand out in job interviews and get what you are worth for your salary.
- Networking events: Bowling, Trivia Night, CSU Wildcat Baseball game

**Operations & Supply Chain Management Club   CSU-Chico    2019 – 2021**  
**Advisor**

- Restarted the Operations & Supply Chain Management Club in the Fall of 2019. Assisted students with official recognition of the club, planning for speakers and tours, logo development, recruitment of members, and shirt purchases.
- OSCM Club Purpose - The purpose of the Operation and Supply Chain Management Club is to offer students an environment in which they can learn, create their own club, and participate in research in the field of Operations Supply Chain Management.
- The goal of the club is to provide Chico State students with real-world experience in the field of Operations and Supply Chain management by bringing them together with alumni and connecting them with large, prosperous employers.
- Guided students to compete in the Association Supply Chain Management Case Competition club members participated in 2019 and 2020. Participating teams develop solutions to challenging real-world supply chain management problems as they compete for prize money and recognition. Achieved participation in the 2<sup>nd</sup> Round in 2019.

## PUBLICATIONS

### **Journal of Information Systems**

Witt, C. M., Trivedi, C. (2021) Using flipped instruction in a technology-enhanced learning environment: the case for scaffolding. *Issues in Information Systems*, 22(2), 52-62.  
[https://doi.org/10.48009/2\\_iis\\_2021\\_52-62](https://doi.org/10.48009/2_iis_2021_52-62).

### **Dissertation – Organization and Management, Capella University**

Trivedi, C. (2015). Comparing the Difference in Firm Performance between Firms with or without Foreign Board Membership. Ann Arbor, MI: ProQuest-CSA, LLC.

### **Book – Computer Information Systems, DeAnza College, Cupertino, CA**

Trivedi, C. (2003). *Wide Area Networks*. Minneapolis, MN: EMC/Paradigm Publishing.  
Note: Still used by John Kowalski at St. Clair County Community College, Port Huron, Michigan.

### **Master’s Thesis – Public Administration, University of Michigan**

Trivedi, C. (1987). Budgetary Decision Making Under Fiscal Stress in Hospitals: A Comparative Study. Dearborn, MI: University of Michigan.

## RESEARCH

### **Using Flipped Instruction in a Technology-Enhanced Environment**

**Authors: Christine Witt, Carol Trivedi, and Fariba Aminalroayae Published 2021**

This article examines the effect of designed conceptual, procedural, and metacognitive scaffolding on team performance during an Enterprise Resource Planning simulation (ERPsim) in a flipped classroom. The scaffolds were embedded in an ERPsim learning unit within a flipped classroom to support student inquiry and team performance. The 120 participants in a randomized control group consisted of undergraduate students enrolled in an introductory supply chain management class that was designed with flipped instruction.

### **Product Innovation Using Agile Practices in the classroom (in preparation for submission)**

**Authors: Carol Trivedi, Christine Witt, and Fariba Aminalroayae**

We designed a theoretical multi-phase student team-based Agile project as part of an undergraduate supply chain management course. The project is designed using team-based learning of Agile methodologies. Student teams work through the phases of a theoretical Agile product innovation for a Fortune 500 company throughout the semester. Students imagine how a product launch occurs and applies Agile practices to pretend to build the product.

### **Foreign Directors: Is There a Difference in Performance of US Global MNCs (in preparation for submission)**

**Authors: Carol Trivedi and Michael Rehg**

This research study is built on the body of literature which pertains to the theoretical concepts of corporate governance, the composition and structure of the board, and the difference in firm



performance between firms with a foreign board member and those firms that do not have a foreign board member. As companies expand globally, corporate directors encounter new responsibilities extending across countries. As manufacturing facilities and offices are established overseas, they begin to consider the need for people on the board with international experience. However, even when they are expanding globally, US multinationals have not added foreign directors to their boards.

## TEACHING EXPERIENCE

### **California State University Chico, CA                      Lecturer, Business Information Systems   2017-Present**

- Instruct between 135-180 students each semester in the College of Business, Department of Information Systems. Encourage student-centric learning using interactive problem-solving computer exercises, group discussions, projects, current events, and real-world case studies.

Courses taught in BIS include:

MINS 346-01 Data Communications and Networking Fall 2021, Spring 2022, Fall 2022

OSCM 306-01 Operations Management    Fall 2017, 2018, 2019, 2020. Spring 2019, Fall 2020, Fall 2021, Spring 2022

OSCM 306-02 Operations Management    Fall 2017, 2018, 2019, 2020. Spring 2019, 2020

OSCM 306-03 Operations Management    Fall 2017, 2018, 2019, 2020. 2019, 2020, 2022

OSCM 306-04 Operations Management    Spring 2017, 2018, 2020 Fall 2017, Fall 2020

OSCM 306-05 Operations Management    Spring 2017, 2018, 2019

OSCM 306-06 Operations Management    Spring 2017, 2019, 2022

OSCM 306-701 Operations Management    Summer 2020

- Feedback on student evaluations was judged to be very effective.
- Use student-centered learning methods to engage students with current events, case studies, definition matching, and problem-solving learning activities.
- Introduces business processes using a group Infographic assignment. Students explain with graphics the Purchasing, Sales, Marketing, Master Schedule, Logistics, Legal, and Finance processes. This prepares the students for ERPsim and SAP assignments.
- In Data Communications and Networking, students learn how to use Wireshark to troubleshoot network problems. They also learn how to configure CISCO routers and switches using CISCO Packet Tracer assignments.
- In Operations Management, students take part in groups using an electronic “real world” simulation of ERPsim Distribution and Manufacturing. The simulations provide opportunities for group business decision-making, and students learn from feedback about the results of those decisions.
- In face-to-face OSCM 306 courses, have the students work on group assignments using Agile templates to plan product innovation for 10 Fortune 500 companies. Students learn how to plan the launch of a new product from beginning to end using Agile practices.
- In asynchronous OSCM 306 courses, I created a six-part project with Google slides, embedded videos, and ten graded quiz questions per part. Students liked this project and felt they learned a lot about Agile.

- Participate in faculty meetings, research discussions, CELT, and collaboration with other faculty.

**University of Phoenix  
Sacramento, CA**

**Associate Faculty**

**2002-2015**

- Teach 15-25 diverse undergraduate students per course in Business, Project Management, Information Systems & Technology, and Healthcare Information Systems.
- Courses taught include:
 

BCOM 275 Business Communications & Critical Thinking	MGT 350 Critical Thinking: Strategies in Decision Making
CMGT 410 Project Implementation	CMGT 400 Information Assurance Security
HCS 482 Healthcare Informatics	CMGT 430 Enterprise Security Systems
HCS 483 Introduction to Health Care Information Systems	NTC362 Network and Telecommunications Concepts
BIS219 Business Information Systems	ENG221 Technical Writing Fundamentals
- Consistently receive high student evaluations in all classes taught.
- Use diverse learning methods to engage students to interact with problem-based learning exercises and case studies.
- Develop course materials that closely align with course objectives to enhance student learning.
- Participate in faculty meetings, CAMs, workshops, and graduation.

**ITT Technical Institute  
Rancho Cordova, CA**

**Adjunct Faculty**

**2005-2015**

- Instruct 8 -15 diverse students per class in bachelor-level courses in Project Management using Project Management Institute (PMI) methodology and aligned with the PMBOK 4<sup>th</sup> edition.
- Courses taught include:
 

PM3110 Introduction to Project Management	PM3240 Procurement & Contract Management
PM3325 Project Quality Management	PM4530 Global Project Management
PM4620 Project Risk Management	PM3220 Project Communication & Documentation
PM4799 Project Management Capstone	
PM341 Cost and Budget Management	PM454 Human Factors in Project Management
- Develop students' ability to prepare for Project Management PMI Certification.
- Participate regularly in faculty meetings.
- Consistently receive high student evaluations in all classes taught.

**Heald College  
Roseville, CA**

**Adjunct Faculty**

**2009-2015**

- Taught a diverse group of 11-15 students per class in the Information Security & Network Administration program.
- Courses taught include:

Infotech 286 Defensive Countermeasures	Infotech 218D Windows Network Administration
Infotech 262 Introduction to Security	Infotech 266 Ethical Hacking
Infotech 233 Computer Forensics	
Infotech 223D Linux System Administration	Infotec 242 Introduction to Routing Concepts
Infotec 285 Disaster Recovery	CompApp 103 – Word 2010, Excel 2010, PowerPoint 2010
- Students provide good feedback and high evaluation marks on all courses taught.
- Engage students with group work, eLearning simulations, and real-world case studies to directly apply the course concepts learned to future career success.
- Participated in representing the Roseville campus in a curriculum review meeting. Revised Malware Benchmark and a Security Paper template for the Introduction to Security course, which was adopted at all Heald Campuses.
- Transformed the Defensive Countermeasures course by improving the Syllabus, Lesson Plan, and Benchmark assignment implemented at all 12 Heald Campuses.

**San Jose State University  
Professional Development  
San Jose, CA**

**Adjunct Faculty**

**2003-2006**

- Facilitated course XM-PRJM411 Information Technology Project Management for three years.
- Developed a course workbook for students to learn how to apply project management techniques learned in class to manage a real-world case project.
- Received excellent feedback from students and high student evaluations in these courses.

**DeAnza College  
Cupertino, CA**

**Adjunct Faculty**

**1994-2005**

- Taught courses in computer networking, including TCP/IP, Local Area Networks, and Wide Area Networks, for ten years.
- Developed course materials and wrote a textbook entitled Wide Area Networks, which was published by EMC Paradigm Publishing in 2004.
- Students provided excellent feedback, and high evaluations in each course taught.

## PROFESSIONAL EXPERIENCE

### **PBM Supply & Manufacturing**                      **CLT Consulting**                      **April 2022**

- Consulted with the owner and key department managers regarding using barcoding to manage their \$6 million inventory.
- Provided an Agile project plan for managing the project.
- Discussed how to do a pilot project using the most frequently shipped and received parts.

### **World Financial Group**                      **Associate**                      **2015-Present**

- World Financial Group (WFG) is a financial services company affiliated with Transamerica and Aegon. As an associate in training, learning how to educate people on estate planning. Currently, training with WFG in Sacramento to prepare for licensing exams.

### **TriShield Insurance**                      **Business Consultant**                      **2015-Present** **Chico, CA**

- Advised owner on business expansion strategies and preparation of financial statements. Prepared several financial worksheets to consolidate into a Profit and Loss statement for the business.
- Prepared Balance Sheet and Profit & Loss 2018 for tax return.
- Negotiated the sale of the business to new owners after the death of the owner.
- Settled contract with Professional Insurance Associates (San Carlos, CA) and Nugent Insurance Brokers (Chico, CA) to pay 50% of all renewals monthly for a period of four years to the owner's spouse.
- Finalized end of the contract with Nugent Insurance Brokers in 2022.

### **Heald College**                      **Program Director, Information Technology**                      **2013-2015** **Roseville, CA**

- Managed the Information Technology program of 138 diverse students and 15 instructors. Advised students on prerequisite courses required, program progress, and GPA performance. Hired and mentored instructors to deliver problem-based learning to prepare students for jobs in their field.
  - Partnered with PG & E and FBI to present career planning sessions where students were able to ask questions about interviewing, resumes, and follow-up tips for job seeking.
  - Reignited a peer-to-peer mentoring group for the first quarter and reentered students to assist students in their adjustment to college life.
  - Hosted 15 local employers to discuss the current curriculum and their recommendations for improvement at the IT Advisory Board meeting.
  - Introduced eLearning to IT courses to increase student engagement. Conducted a survey to assess effectiveness, and students were very satisfied. When the vendor of the eLearning software visited the campus, I escorted them to several classes to discuss feedback from the students.

- Initiated a project to introduce Blended Learning to English and Math classes to boost student-centered learning and close the achievement gap. The campus closed before implementation could occur.

**Sutter Health**

**Project Consultant**

**2011**

**Dynamic Staffing**

**Rancho Cordova, CA**

- Coordinated activities and resources for Electronic Health Records (e-HR) projects to interface biomedical imaging devices and legacy financial systems to EPIC.
- Coordinated Unit and Integration testing for each interface from biomedical devices to EPIC. Kept issue log for each interface that did not pass the test plan and worked with the developer until the solution passed.
- Maintained Microsoft Project schedules and logged issues and risks into Project Web Access (PWA).
- Attended project status meetings with other project managers to discuss and evaluate project timelines, key milestones, and risk mitigation strategies.
- Followed Sutter project management processes, SDLC phases of work, and PMI methodologies to keep projects on time and adhere to the quality standards to meet customer expectations.
- Attended daily leadership meetings to discuss critical issues and timelines and report project work efforts.

**Ophthalmic Imaging Systems  
Sacramento, CA**

**Manager, Project Management**

**2006-2010**

- Formed the Project Management department, interviewed candidates, and established a team with a primary focus on achieving customer satisfaction with the installation, configuration, training, and go-live support provided by OIS.
- Led and developed a team that increased revenue to OIS by \$2 million by winning Requests for Proposals (RFPs).
- Worked with IT staff and Ophthalmology physicians at Mayo Clinic, Bascom Palmer, Kellogg, Kresge, and Mount Sinai to implement digital imaging in Ophthalmology.
- Aided with structured data extraction of patient demographics, physician data, and ophthalmic test results to and from EPIC at Cornell and Kaiser Permanente.
- Developed test plans for storage of digital images in DICOM format to servers at Ochsner and Kaiser Permanente.
- Coordinated and wrote three major training programs for Clinical Technologists, PACS Administrators, Physicians, Fundus Photographers, VSAs, and RNs at Kaiser Permanente.
- Managed 25 OIS Practice Management / Electronic Medical Records / EMR projects across the United States from inception to deployment.
- Set up the Project Office and recommended modifications to improve procedures and functions of project managers.
- Led the development and implementation of best practices following the PMI methodology for initiating, planning, executing, monitoring/controlling, and closing



**Adobe Systems  
San Jose, CA**

**Manager, Corporate Servers**

**1996 – 2000**

- Managed a group of Senior Systems Engineers responsible for 7 x 24 monitoring and support of Adobe's Corporate Infrastructure servers in San Jose and Seattle. The team met all monthly, quarterly, and yearly deadlines.
- Managed a cost-effective \$1 million dollar budget.
- Planned LDAP schema design for integration between Netware and Netscape Directory Services, I Planet Messaging, and Corporate Time calendaring.
- Recommended server platform change which saved \$200,000.
- Negotiated with the vendor to save \$120,000 worldwide for Global Corporate License Agreement for Netware rollout in Europe & Asia Pacific.
- Managed calendar conversion of 3,000 users worldwide over a single weekend.
- Worked closely with the other departmental IT staff to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

**National Semiconductor  
Santa Clara, CA**

**Network Planner**

**1995 – 1996**

- Responsible for project planning for all Corporate LAN installations in the NSC Enterprise and coordinated with site administrators from Europe, Asia Pacific, and South America to publish Worldwide LAN standards and guidelines.
- Planned, supported, and maintained the implementation of Novell LANs worldwide and developed guidelines for scheduling upgrades and patches to servers to deliver reliable network performance.

## Technical Expertise

### Certifications

- PMP, PMI, Project Management Certification
- Scrum Immersion PMI certified
- Security+, CompTIA
- IBM Netfinity Certified
- Certified Network Engineer (CNE)
- Tricord authorized service technician
- NetFrame service technician
- IBM, Apple, AST-certified technician
- Train the Trainer - Intro to BPI with SAP S/4 HANA
- Train the Trainer - Intro to SAP S/4 HANA
- Train the Trainer - SAP Blockchain Services
- Train the Trainer -SAP Analytics
- ERPSim Lab - Level 1 certified
- SAP Artificial Intelligence

### Applications

- SQL Server
- SharePoint Server
- MS Office (Word, Excel, PowerPoint, Outlook Visio, Publisher)
- SAP, Human Capital Management, Production Planning and Execution, Materials Management
- MS Project
- ERPSim Instructor certified
- Adobe InDesign, Photoshop, Captivate
- SAP S/HANA4

### Network Software

- Active Directory
- Netware Directory Services
- Sniffer Network Analyzer
- Unix, Fedora, Ubuntu Linux
- Implementation of DHCP, DNS, FTP

### Professional Affiliations

- AMA, American Management Association
- PMI, Project Management Institute
- Association of Supply Chain Management (ASCM)
- SHRM, Society of Human Resource Management
- IEEE, member