

EDUCATION

- ABD, Doctor of Education (Ed.D)** in Higher Education Leadership
Argosy University, Phoenix, AZ Expected 2012
- Master of Business Administration**, area of concentration: **Information Assurance**
University of Dallas, Irving, Texas 2004
- Bachelor of Business Administration**, area of concentration: **Management Information Systems**
Northwood University, Cedar Hill, Texas 2002

TEACHING & TRAINING EXPERIENCE

Adjunct

Texas A&M University-Commerce, Commerce, Texas January 2007 – present
Courses taught: *Organizational Behavior, Strategies for Decision Making, e-Business, Operations and Organizations, Marketing Environment*

- Taught courses in both live and online environments
- Created course structure, developed presentations, quizzes, mid term, and final exams
- Developed online course content using e-College

Northwood University, University College, Cedar Hill, Texas 2002 to 2007
Courses taught: *Applied Management, Fundamentals of Research, Management Systems, and Organizational Behavior*. Instructional focus is Adult Education.

- Taught 6-week courses, all day Saturday courses, and Seminar courses
- Created course structures, developed presentations, study materials, mid term exams, quizzes, and final exams. Employed the use of Blackboard for online student information and testing.
- Designed, developed, and instructed first research class on campus
- Initiated campus-wide use of Turn-It-In.com software for all faculty and adjunct

Corporate Trainer

Mobil Oil, Dallas, Texas 1997 – 2002
Contracted to Mobil Oil via COMSYS Information Technology

- Facilitated end-user informational/training to validate Y2K program modifications
- Created/approved testing specifications and program implementations

Corporate Trainer

ExxonMobil, Dallas, Texas
Contracted to ExxonMobil via COMSYS Information Technology

- Interviewed, hired, supervised, trained, and mentored technicians and designated work assignments
- Guided and trained world-wide clients in performing Risk Analysis, Licensing, and Security Control procedures

RELATED EXPERIENCE

TEXAS A&M UNIVERSITY-COMMERCE, Commerce, TX

January 2007 to 09/2008

INTERIM Associate Registrar

- Designated areas of supervision: Coordinator of CAPP/NCAA, Coordinator of Curriculum, Catalogs & Schedules, Graduation Coordinator, and the Enrollment Auditor
- Extracted and prepared statistical data for current/potential enrollment comparisons by term
- Communicated detailed registration/drop information for Deans in each College
- Set registration date controls in Banner by term to open/close/permit course registrations, grading, and tuition refund percentages by date
- Promoted registration/drop/withdrawal dates to students and campus personnel and assist as needed
- Served as campus point-of-contact for FERPA regulations/guidelines and for campus Open Records requests
- Developed, created, and distributed instructional literature for: (1) faculty/adjunct step-by-step "How To" online grading, (2) FERPA student/parent instructions for Orientation, (3) step-by-step "How To" for students using their online account for registrations/drops/withdrawals, (4) faculty/adjunct step-by-step "How To" for withdrawal/drop/12th Day Class Rosters/Early Intervention term reporting.
- Created and maintained a Multi-Year Academic Calendar; transitioning into a searchable calendar
- Worked with Web Services for web page development for the Registrar's Office
- Worked with Technology Services to take the manual withdrawal/drop process to an automated system
- Prepared IPEDS Federal reporting
- Performed periodic data extracts to identify any irregularities and initiated appropriate correctional action as warranted
- Worked with off-site TAMU-C campus locations to assist with new student enrollment and current registrations
- Provided computer support for office personnel for SunGard Banner functions
- Revised course section numbers to allow for usage reporting by course offering location
- Trained/assisted personnel in supervised areas; assisted with the workload as needed

INTERIM Coordinator for the Graduate Programs in Business & Technology

- Evaluate undergraduate transcripts to determine pre-requisite course waivers
- Prepare tentative curriculum evaluations and conduct personal interviews for prospective students
- Evaluate student's request for transfer or course substitution based on the content of the prior graduate coursework
- Recruitment of new students and counsel/advise /guide them through the admissions and registration process
- Create documentation to substantiate the Rockwall and McKinney campus locations to meet the requirements of the Southern Association of Colleges and Schools (SACS) accreditation.
- Developing the documentation that will be presented to the Texas A&M University (College Station) Board of Regents in order to gain approval for the Texas A&M University-Commerce's Executive MBA Program.
- Travel between campus locations (Commerce, McKinney, Rockwall, and Dallas) to meet with students
- Visit various corporate entities in order to foster relationships with the university
- Introduced Texas A&M University-Commerce to the McKinney Chamber of Commerce and the Rockwall Chamber of Commerce by gaining membership for the campus. This effort will further the university's visibility within those local communities.
- Initiated a partnership between the university and the Texan Gaylord
- Worked directly with Computer Services to create a functional ListServ that can be used to further and strengthen communication between the College of Business & Technology Department and current students.
- Prepare daily statistical data for Enrollment /Registration purposes.
- Designated as the campus point-of-contact for the Beta Gamma Sigma organization. Currently reviewing statistical data in order to identify potential candidates.
- Created the documentation for the campus SACS Prospectus for the McKinney and Rockwall locations
- Work directly with the North Texas Collegiate Consortium (NTCC) members for educational recruitment partnerships/articulations to increase student enrollment for graduate and undergraduate students
 - Accepted a 2-year position as the organization's Treasurer
- Participated in various campus sponsored events to increase awareness of the CBT
- Assisted to increase the student base from prior year's numbers
- Assisted the Advising Center Director in various marketing aspects

NORTHWOOD UNIVERSITY, Cedar Hill, TX

September 2003 to 12/2006

The Traditional degree program is geared toward students up to 25 years old. University College's degree program for working adults affords students the opportunity to complete their degree while working full-time and still raise a family.

Registrar / Director of Data Management/ Adjunct Professor

- Supervise Associate Registrar in the creation of course curriculums, transfer credit evaluation, and validation of graduation requirements
- Coordinate and maintain course/room schedules with instructors to comply with curriculum requirements.
- Designated by corporate Web Services as the Web Content Provider for the Academics Department
- Manage department budget of \$130,000 to ensuring all annual goals are met
- Provide statistical reporting and data accuracy
- Meet with current/prospective students in an advising capacity

Admissions Counselor & Corporate Contact for University College

- Recruitment of new students and counsel/advise students in the enrollment and registration process
- Organize Education Fairs for corporate entities to identify/recruit prospective students
 - Increased Northwood's visibility in the corporate arena and local communities
 - Developed numerous solid corporate contacts for Northwood
- Worked directly with the North Texas Collegiate Consortium (NTCC) members for educational recruitment partnerships/articulations
- Solicited and secured partnerships from area community colleges to gain transition students from their Associates degree program
- Participated in Information Sessions for prospective students
- Halted the previous decline in registrations and leveled the numbers by creating a new marketing plan
- Designed advertisement materials for publications, handouts, recruiting events, and nation-wide newsletter distribution.
- Initiated and implemented the Northwood Discovery Network Toastmasters Club
- Secured international visibility for Northwood University by chairing the 2006 Adult Higher Education Alliance (AHEA) conference in Dallas, TX, including all hotel negotiations. at the Hilton Anatole
- Identified potential sources of revenue for University College
- Perform periodic statistical data analysis on UC student population to validate recruiting strategies

EXXONMOBIL, Dallas, TX

1997 – 2002

Contracted to ExxonMobil via COMSYS Information Technology

Application Coordinator/Manager

- Coordinated the conversion of over 4,000 applications for company standardization
- Completed the rollout of over 5,000 PCs under a new Standard Managed (Desktop) Environment for post merger
- Worldwide customer contact point for software applications standardization/compliance/licensing issues
- Identified customer's application requirements in relation to functionality, current/subsequent usage
- Provided problem determination/resolution, scheduling, budgeting, implementation schedules
- Interviewed, hired, supervised, trained, and mentored technicians and designated work assignments
- Guided clients in performing Risk Analysis, Licensing, and Security Control procedures.

MOBIL OIL, Dallas, TX

Contracted to Mobil Oil via COMSYS Information Technology

Y2K Project Manager

- Led initial procedural developments for Y2K project scope
- Instituted/maintained proposals, process, and status-tracking requirements
- Directed IBM and EDS contract personnel in work efforts; prepared personnel reviews/evaluations
- Facilitated end-user informational/training and conflict resolution meetings for win-win outcomes
- Approved testing specifications, actual testing, production migration implementation, and documentation
- Successful culmination of the Y2K Remediation Project for Mobil Oil
- Saved \$1 Million on a \$6 Million budget by managing 52 critical world-wide applications

ARMY & AIR FORCE EXCHANGE SERVICE, Dallas, TX

1987-1997

The Army & Air Force Exchange Service is the world-wide provider of competitively-priced quality goods and services for active and retired military personnel; revenues support the morale, welfare, and recreation for military families.

SR Systems Analyst

- Developed, maintained, and monitored world-wide Payroll/HR applications
- Initiated and administered a LAN environment used to develop the organization's first world-wide internet-based Payroll/HR/Benefits system
- Managed programmers in the development of the organization's first internet-based Payroll/HR system ;built and administered the LAN environment for this project
- Designed, developed, and maintained the world-wide Payroll, Tax, and Insurance applications in a team environment. Trained end-users on system functionality.
- Conducted extensive customer interviews to determine program specifications for the Catalog Sales and Retail Point of Sales division and the EDI transactions for seasonal customer catalogs and flyers

PROFESSIONAL ASSOCIATIONS

- North Texas Collegiate Consortium (NTCC), past Treasurer
- Adult Higher Education Alliance (AHEA)
 - Past Executive Board Member / Newsletter Editor
 - Past International Conference Chair
- American Association of University Professors
- American Association of University Women
- Southern Management Organization

INSTITUTIONAL SERVICE

- Duncanville Independent School District - Education Committee
- Duncanville Independent School District - Developed survey to solicit community involvement
- Committee member of the Duncanville Technology Strategic 5 year plan
- Panel member for the Grand Prairie Independent School District Teacher of the Year awards

VOLUNTEER EXPERIENCE

- Member of Grand Prairie Lions Club / Newsletter Editor
- Executive Board Member for the Women's Division of the Grand Prairie Chamber of Commerce
 - Acting photographer (published) for community events via own company Photos Rock!
- Member of the Women's Business Council Southwest and Education Committee member
- Ambassador for the Midlothian Chamber of Commerce and committee member for special events
- Graduate of Duncanville Police Department's Citizen Police Academy
- Certified instructor, via Literacy Connexus, for English as a Second Language (ESL) – teach at local church