

# James Wall

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## Education

University of Alaska Fairbanks, Master's of Security and Disaster Management  
University of Alaska Fairbanks, Bachelor's of Emergency Management

12/2018  
5/2017

## Certifications

Certified Business Continuity Professional (CBCP)

Expires 12/2024

## Relevant Professional Experience

### Enterprise Resilience Analyst II (Business Continuity) | Globe Life

2/2022 – Current

- Perform Business Impact Analysis (BIA's) for 115 departments of the company
- Develop Business Continuity Plans (BCPs) for 115 business departments
- Identify gaps in application recovery actual RTO and business requested RTOs and report back to senior leadership
- Review applicable Enterprise Resilience policies
- Use mass communication tool, Everbridge to communicate during emergencies
- Determine application recovery priorities for IT leadership
- Plan and participate annual Disaster Recovery (DR) exercise

### Adjunct Instructor (Critical Incident Management) | Texas A&M University Commerce

5/2022 – Current

- Administer assigned course(s) including Critical Incident Management in Healthcare
- Grade and provide feedback on tests and projects
- Address student concerns and respond back with a solution in 24-hours or less

### Adjunct Instructor (Emergency Management) | University of Alaska Fairbanks

8/2017 – Current

- Develop and instruct Introduction to Emergency Management and Emergency Planning and Preparedness
- Grade and provide feedback on exams, research papers, discussion boards
- Communicate with hundreds of students: feedback, student emergencies, extensions, and exceptions
- Attended FEMA Region X Higher Education Academic Collaboration
- Co-Authoring After Action Report for FEMA

### Emergency Management/ Business Continuity Specialist | Children's Health System of Texas

1/2019 – 5/2021

- Performed annual review and update of hospital policies for Joint Commission Survey
- Documented emergency and continuity incidents, drills, after action plans, and corrective action follow-up
- Led emergency management committee meetings for Our Children's House
- Educated 19 offsite clinic locations on the organization's emergency preparedness efforts
- Plan, led, and conducted business continuity training, drills, and exercises
- Served as hospital Liaison officer during COVID-19 Pandemic
- Managed hospital decontamination team members and paperwork
- Designed and implemented new evaluation forms for emergency drills

### Emergency Management Specialist | University of Alaska Fairbanks

05/2018 – 1/2019

- Reviewed and updated Emergency Operations Plan for University
- Followed HSEEP, helped design and implement joint earthquake exercise with local government
- Coordinated logistics and inventory supplies for earthquake exercise
- Collaborated on After-Action Report using HSEEP for earthquake exercise
- Presented After-Action Report to Chancellor's Cabinet
- Worked with five university departments on Emergency Action Plans
- Developed and authored a new emergency operations center plan

## Other Experience

### **Coach and Sales Associate | Hicks MMA**

**8/2021-Current**

- Attend and pass 8-week coaching program and exit exam
- Coach weekly Boxing and Jiu-Jitsu classes for children and adults
- Sell membership upgrades

### **Practice Administrator (Manager) | Children's Health System of Texas**

**5/2021 – 2/2022**

- Led daily operations of a 12-person multidisciplinary team for a 3-provider clinic
- Developed strategies to onboard this acquired clinic to Children's Health
- Transitioned the clinic from paper charts to Epic electronic medical record system
- Cut vaccine costs by 10%
- Ordered supplies and vaccines needed for daily operations
- Hired and onboard clinic staff into clinical and nonclinical positions
- Led new phone and computer upgrade installation

### **Customer Service Assistant (Office of the Registrar) | University of Alaska Fairbanks**

**2/2014 – 5/2018**

- Trained new front desk staff on processes and procedures
- Served as first point of contact for many student interactions
- Assisted students with applying for school and course registration
- Explained university policy in a clear and concise manner