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## **OBJECTIVE**

Accomplished higher education professional with a strong commitment to student success and academic excellence.

11+ years of achievement in higher education teaching with progressively greater levels of administrative responsibility and accountability.

Core skills and abilities include management, leadership, strategic planning, business operations, teaching and mentoring, adult learning, collaborative partnerships, program/curriculum design, training utilizing live, hybrid, and online learning platforms, enrollment management, cross-cultural communications and performance analytics.

Proficient in orchestrating transformative instructional and institutional strategies through strategic and data-driven analysis and planning.

Collaborative and visionary leadership skills with the ability to encourage and inspire.

## **EDUCATION**

### **Sul Ross State University, Alpine, TX**

#### **Master of Business Administration /MBA August 1998**

- Concentration: International Trade
- Recipient of Wall Street Journal Award

### **Sul Ross State University, Alpine, TX**

#### **Bachelor of Business Administration May 1997**

- Major in Marketing

### **Ohio University, Athens, OH**

#### **Associates Degree in Management May 1995**

### **Singapore Hotel Association Training & Education Center/ École Hôtelière de la SSH Lausanne (Switzerland)**

#### **Diploma in Hotel Management August 1988**

## **WORK EXPERIENCE**

### **Collin College, Plano, TX**

#### **Director of Workforce and Professional Development**

**December 2016 – present**

- Provide the primary leadership, development, planning and assessment of all non-credit workforce, professional, and personal development course offerings.
- Monitor area business and industry and economic trends to create, schedule, and promote relevant and timely industry and personal enrichment programs and courses.
- Develop, manage, monitor, maintain, and assess the college's district wide non-credit workforce, professional, and personal development courses, programs, and certificates.
- Identify new and emerging industry related training, programs, and certificates and create non-credit courses accordingly to support economic workforce demands.

- Collaborate with institutional workforce credit leadership to create non-credit and credit program pathways and stackable credentials.
- Provide leadership and engage with area business & industry groups, chambers, economic and workforce development groups.
- Monitor, maintain, report on, and align programs with Texas Higher Education Coordinating Board workforce guidelines, programs, and requirements.
- Recruit, retain, and manage robust team of industry expert, non-credit instructors.
- Develop, monitor, and maintain budget associated with non-credit course, program, instructors, and operational success.
- Development and ongoing supervision of non-credit enrollment management plan, program and course enrollment, and completion/post-completion success tracking.
- Supervision, coaching, and leadership of non-credit program managers.

**Collin College, Plano, TX**

**Professor and Discipline Lead, Hospitality/Food Service Management**

August 2012 – December 2016

- Full time faculty member specializing in workforce readiness programs.
- Experience in face to face, hybrid and online courses.
- Oversee co-operative (internship program) and soliciting industry support for students.
- E-Learning: Taught using Canvas and Blackboard Learning Management Systems.
- Involved in strategic planning of student and adult learning needs.
- Implement innovative course delivery methods.
- Curriculum/instructional Development, Design and Delivery.
- Collaborate with industry and employers to provide solutions for workforce needs.
- Courses taught include: Business Principles, Hospitality Legal Issues, Introduction to Hospitality, International Meetings and Events, Group Tour Operations, Front Office Management, Special Events Design, Exhibition and Tradeshow Operations.
- Active in district wide college committees and activities.
- Event Management: planned, organized and successfully executed events including the Hospitality Career Fair, Multicultural Foodservice and Hospitality Alliance, Lunch and Learn event, etc.
- Collaborate with various internal departments in recruitment efforts and other college wide efforts.

**University of North Texas, Denton, TX**

**Lecturer, College of Merchandising, Hospitality and Tourism Management**

August 2011 – August 2012

- Taught undergraduate students in the Hospitality and Tourism Management program including Restaurant Operations.
- Participated in College and Department Committees and other service including welcome week, scholarship committee, and accreditation committee.

**Texas Woman's University, Denton, TX**

**Assistant Director EMBA Program, School of Management**

May 2006 – August 2011

- Developed and implemented processes that improved operational effectiveness including better tracking of prospective and current students, improved customer service, better response time for inquiries and communication.
- Managed the Distance Learning Programs. Enrollment Management: Involved in Recruitment and Marketing activities which included presenting program at various events and hosting Information sessions. Increased student enrollment from 550 to over 1000. Liaised with departments including the Marketing department on advertising campaigns and marketing materials.

- Built and maintained relationships with area businesses and industry.
- Collaborated with International Office during admission of international students.
- Advising of all Graduate students in the Executive MBA, MBA and Master of Health Systems Management Programs.
- Designed and developed training and orientation sessions for Distance learners to familiarize them on online and hybrid classes.
- Admission advising for prospective students.
- Reorganized Department to better track enrollment efforts and to increase enrollment.
- Assist with setting Goals for Department including enrollment efforts, training of all staff and new system implementation.
- Supervised a team of undergraduate and graduate students. Involved in the hiring, coaching, directing, and evaluating of staff.
- Adjunct professor teaching International Business classes in the School of Business.

### **Academic Travel Planners, Murphy, TX**

#### **Travel and Meeting Planner/ Owner**

April 2003 – November 2008

- Marketing of study abroad programs to clients.
- Planned, coordinated and executed customized educational and cultural group study abroad programs both domestically and abroad.
- Approximately 7 – 8 study abroad programs planned annually with group sizes ranging from 15 to 80 participants.
- Countries/cities visited include Ireland, Paris, London, Greece, Egypt, China, Singapore, Hong Kong, Thailand, Costa Rica, Canada, Spain and Italy.
- Assisted participants with pre trip guidance and advice.
- Assisted clients/Professors with marketing and generating flyers for their programs.
- Coordinated with suppliers including airlines, hotels, transportation companies, guide services to ensure smooth running of program.
- Set up meetings and presentation programs with businesses and organizations.
- Fiscal responsibilities include budgeting, accounts receivables and payables.

### **Glass & Associates, Corsicana, TX**

#### **Sales and Marketing Manager**

March 1999 – January 2003

- Involved in all aspects pertaining to the Sales and Marketing efforts of the company including product marketing, sales projections, increasing client base, participating in trade events.
- Strong focus on improving and ensuring superior customer service.
- Close communication with the operations department to ensure timely delivery of orders.

### **The Westin Hotels and Resorts, Singapore**

#### **Sales Manager, Raffles City Convention Center**

February 1988 – December 1993

- Planned, coordinated and executed events at the hotel's Convention Center which comprises thirty three function rooms with holding capacity of between 50 to 3000 participants.
- Worked closely with clients including many Fortune 500 companies to ensure smooth running of their events from seminars to product launches, galas, conventions and weddings.
- Collaborated with various departments involved including Room Sales for room requests, Food and Beverage department and Banquet staff.
- Scheduled pre event meeting with clients and post event follow up to ensure guest satisfaction and ideas for improvement.

- Worked with Director of Marketing as well as with team members to enhance service and increase revenues.

### **AWARDS**

- Awarded Engaged Faculty Scholarship in my name, Spring 2014 and 2015
- Nominated, New Advisor of the Year 2013 and 2014

### **CERTIFICATIONS**

- Online Teaching Certification

### **KNOWLEDGE, SKILLS AND ABILITIES**

- MS Office
- Social Networking
- Speaker
- Mentor/Coach
- Banner/Colleague
- Curriculum/Instructional Design
- Blackboard/ Canvas LMS
- Learning Outcomes
- Enrollment Management
- Demographics/Trends
- Budget Management
- Leadership Management
- Classroom Management
- International Experience/Cross Cultural Understanding
- Experience with Adult Learners
- Strong organizational and time management skills
- Service Excellence