

Roxanne Helm Stevens, DBA
rhelmstevens@apu.edu

EDUCATION

2011	D.B.A.	<i>Alliant International University</i>	<i>San Diego, CA</i>
		Doctor of Business Administration, Strategic Management Concentration Sigma Iota Epsilon, National Scholastic Management Fraternity 3.93 GPA <i>Comparison and Association of Intellectual Capital: An Investigation and Measurement of the Value of Intellectual Capital Assets and Their Contribution to Stakeholder Perception within the Framework of Higher Education: Published in Subject Categories: 0688 Business, 0454 Management, 0338 Marketing</i> Dorothy L. Harris Leadership Award for Women	
1999	M.B.A.	<i>Azusa Pacific University</i>	<i>Azusa, CA</i>
		Master of Business Administration Human and Organizational Development, Leadership Concentrations Outstanding Scholastic Achievement Award 3.86 GPA	
1992	B.S.	<i>University of Phoenix</i>	<i>Phoenix, AZ</i>
	B.A.	Bachelor of Business Administration Bachelor of Business Management	
1990	A.A.	<i>Mount San Antonio Community College</i>	<i>Walnut, CA</i>
		Associate of Arts Outstanding College Student Roster	

CERTIFICATIONS AND PROFESSIONAL ACCOMPLISHMENTS

2011	Protecting Human Research Participants Certificate, National Institute of Health
2006	PhD Project Conference
2003	Certified Human Performance Technologist
2000	Certified Trainer
2000	NCS Level B Examiner Designation
1999	Train the Trainer Certificate
1999	Certified Information Mapping™ Instructor
1998	Certified Advanced Instructional Designer

PROFESSIONAL ORGANIZATIONS & COMMITTEES

10/12 - present	Professional Affairs Review Board, Azusa Pacific University
09/12 – present	Faculty Evaluation Council, Azusa Pacific University
09/12 – 05/13	Teaching-Learning Task Force on Academic Quality, Azusa Pacific University
09/11 – 08/12	Service-Learning Faculty Fellow, Azusa Pacific University
09/11 - 5/12	Faculty Development Council, Azusa Pacific University
01/07 - present	Christian Business Faculty Association
10/06 - 09/11	Director, Proverbs 31: Professional Christian Women’s Business Association
09/06 – 08/13	School of Business and Management Lead Team Committee
10/07 - 09/09	Board Member, The Golden Rule Home Repairs
09/06 - 09/07	Teaching Best Practices and Assessment Committee, Azusa Pacific University
03/05 - 06/12	Board Member, Woodwalk Via Verde Community Association
02/00 - 12/06	Society for Human Resource Management
03/01 - 12/06	American Society for Training and Development

05/01 - 12/06 International Society for Performance Improvement
11/96 - 11/04 Society for Technical Communications, Policy and Procedure Professional Interest

GRANTS AND AWARDS

2014 Recipient of APU Service-Learning Cornerstone Award
2014 Nominated for APU Teaching Excellence and Campus Leadership Award
2014, 2013, 2011, 2010 Target Case Study Grants
2011 Dorothy L. Harris Leadership Award for Women, Alliant International University
2010 Nominated for APU Service Learning Cornerstone Award
2010 Nominated for APU Teaching Excellence and Campus Leadership Award

ACADEMIC POSITIONS HELD

Azusa Pacific University
School of Business and Management

Dates	Position
09/13–present	Management Programs Director, Graduate Programs
09/09–08/13	Management Programs Chair, Graduate Programs Responsibilities include leadership and management of Master of Arts in Management graduate programs: Traditional, Young Executive, Online, Azusa campus, Los Angeles and Ventura regional centers. Identify faculty needs, determine budget needs, develop and implement program and curriculum strategies, recognize new markets for potential students, plan organizational visits, attend national meetings, serve on WASC and AACSB accreditation committees, work with university leadership, and Master Studies Council. Responsible for Management program WASC and AACSB accreditation. Responsible for faculty development including teaching effectiveness and scholarship. Launched the YEMAM, MAM Online and the MAM at the LA and Ventura regional centers. Achieved record growth in enrollment – tripled student enrollment in 4 years.
09/09–07/07	Master of Arts in Human Resources and Organizational Development, Program Chair Responsibilities include leadership and management of Master of Human Resources and Organizational Development graduate programs: Traditional and Young Executive, Azusa campus. Designed program requirements, conducted competitor analysis, developed curriculum. Identified faculty needs, determined budget needs, developed and implemented program and curriculum strategies, recognized new markets for potential students, planned organizational visits, serve on WASC accreditation committee, work with master studies council and university leadership. Responsible for Management faculty development including teaching effectiveness and scholarship. Launched Young Executive Program and Workplace Learning Certificate Programs.
09/13—present	Associate Professor, Undergraduate and Graduate Programs
09/06	Assistant Professor, Undergraduate and Graduate Programs
09/00	Faculty, Undergraduate and Graduate Programs Developed service learning program for juniors and seniors including service learning curriculum and application of educational curriculum. Designed six-week curriculum for at-risk students in local high schools. Develop and maintain program coordination with other departments and local officials. Teaching Experience includes: Principles of

Management, Introduction to Business, Organizational and Administrative Behavior, Consumer Behavior, Principles of Marketing, Business Ethics, Foundations of HRD, Employee Development, Group Dynamics, Organizational Performance Improvement, Instructional Design, Current Issues in Business, Organizational Development and Change. Management for Worldwide Organization, Leadership, Non-profit Marketing. Routinely receive excellent IDEA scores. Serve as mentor to SBM faculty. Faculty advisor to undergraduate and graduate students.

CONSULTING ASSIGNMENTS

- 04/12- Door of Hope, Executive Board
- 01/12 Improving Operations through Increased Effectiveness and Efficiency, Door of Hope Pasadena and Glendale
- 11/11- Door of Hope, Executive Board
- 09/11 Improving Operations through Increased Effectiveness and Efficiency, Door of Hope Pasadena and Glendale
- 08/11- HRock Church, Harvest International Ministry, Pasadena, Chief Operating Officer
- 06/11 Moving from a Culture of Compliance towards a Values Driven Culture
- 11/10- Society of Saint Vincent de Paul, Los Angeles Council
- 09/10 Improving Management Operations at the LA Collection / Distribution Warehouse and Store
- 01/10- Saint Frances of Rome
- 04/10 Research population and produce Resume Writing and Job Search Workshop
- 01/09- Pepsi Co., Human Resource Director
- 11/08 Merging the Corporate Cultures of PepsiCo and Naked Juice: Combining Union and Entrepreneurial Work Cultures into Performance-based Teams, Human Resources Dept.
- 01/08- City of Azusa, Mayor Rocha
- 11/07 Operation Roadmap for Success: Military to Civilian Resume Transition Workshops

ACADEMIC PRESENTATIONS AND PROCEEDING PUBLICATIONS

- 04/14 Using Business Simulations to Prepare Tomorrow's Business Leaders, International Assembly for Collegiate Business Education, San Diego, CA
- 04/13 Christian Business Faculty Association, Dialogical Conference, Ontario, CA
- 08/12 Cultural Dexterity as a Strategic Business Advantage: Assessing Market Need and Demand for a Graduate Level Diversity Concentration, International Academy of Business and Public Administration Disciplines Conference, Hawaii
- 06/12 Can Wisdom be taught? Constructing a Human Capital Concentration for a Christian DBA, Christian Business Faculty Association Conference, Langley, British Columbia
- 05/12 Learning Outside Your Classroom: Connecting the Cornerstones at APU, Faculty Development Day, Azusa Pacific University
- 03/12 Service-Learning at APU: Research on Faculty and Student Experiences, Let us Reason Together: Common Day of Learning, Azusa Pacific University
- 10/11 Why do students love their school? Focus Leadership Institute, Focus on the Family, Colorado Springs, Colorado, Presentation
- 11/10 Equipping Graduate Business Students to Manage Multi-Culturally Diverse Organizational Environments for Strategic Business Advantage, International Academy of Business and Public Administration, New Orleans, Presentation
- 10/10 Equipping our Students to be more Competitive in a Difficult Job Market, Christian Business Faculty Association, Lakeland, Florida, Presentation
- 10/10 Restore Medical Case: Exploration of the Hersey-Blanchard Situational Leadership Model Institute of Behavioral and Applied Management, San Diego, CA

- Presentation and Proceeding Publication
- 06/10 The Dynamics of Knowledge Transfer Strategies within Multigenerational Work Environments, Third Global Studies Conference, Pusan National University, Busan, South Korea, Presentation and Proceeding Publication (Paper # 24658)
- 03/10 An Empirical Assessment and Model for High Level Motivation and Goal Attainment Among Christian Students, International Conference of the Global Business Development Institute (GBDI), Las Vegas, NV, Presentation and Proceeding Publication (Paper# B159)
- 03/10 Service Learning, Gender, and Faith Integration, Christians on Diversity in the Academy Conference 2010, Azusa, CA. Presentation
- 01/10 An Examination of Diversity Curriculum in Higher Education: How Can Business Schools Prepare Students to Manage Multifaceted Global Diversity Issues? World Universities Forum, Davos, Switzerland. Presentation and Proceedings Publication
- 01/10 Triple Bottom Line Leadership: Instructional Challenges and Innovations Sixth International Conference on Environmental, Cultural, Economic and Social Sustainability, Cuenca, Ecuador. Presentation and Proceedings Publication
- 12/09 International Business Requires Multicultural and Inclusion Competencies as Competitive Advantages for the Global Marketplace: How will Higher Education Prepare Graduate Students? One Voice Conference, Santa Fe, New Mexico. Presentation
- 11/09 Managing Knowledge: Perspectives on Non-Profit Knowledge Management Applied Business and Entrepreneurship Association International, Ko Olina, Hawaii. Presentation and Proceedings Publication, *Best Paper of Session Award*
- 10/09 Instructional Challenges and Innovations: Teaching Triple Bottom Line Leadership International Association of Business and Economics, Las Vegas, Nevada. Presentation
- 10/09 Exploration of Diversity Concentration for the Master of Management Degree Program: Building a Diversity Curriculum Framework that will Enable International Companies to Grow by Assimilating Concepts and Ways to Work that are Culturally Different but Complimentary International Business Conference, Rapid City, South Dakota. Presentation and Proceedings Publication
- 10/09 Preparing Business Students to Compete in the Global Marketplace: The Call for Higher Education to Develop Diversity Competencies International Business Conference, Rapid City, South Dakota. Presentation and Proceedings Publication. *Best Paper of Session Award*
- 06/09 Exploration of a Diversity Curriculum to Support Organizational Business Advantage International Conference on Diversity in Organizations, Communities, and Nations, Riga, Latvia. Presentation and Proceedings Publication
- 05/09 Examination of Multicultural/Diversity Concentration for the Master of Human Resources and Organizational Development Degree: Equipping Future Professional to Think Critically about Multifaceted Organizational Issues of Diversity in the Workplace 2009 Costa Rica Global Conference on Business and Finance, San Jose, Costa Rica Presentation and Proceedings Publication
- 04/09 Connecting Faith & Personal Values with the Service Learning Experience to Create More Effective Service Learning, Higher Ground Leadership Summit, La Mirada, CA. Presentation
- 03/09 Measuring Group Experience within the Framework of an Undergraduate Business Community Service Assignment, International Conference of the Global Business Development Institute, Las Vegas, NV. Presentation and Proceeding Publication
- 11/08 Management/Business Strategy and Organizational Behavior Session (16-18) Chair Applied Business and Entrepreneurship Association International, Kauai, Hawaii
- 11/08 Strategic Management in a Non-Profit Organization: Analysis of Leadership and Management Capabilities as the Organization Defines Long-term Objectives and Strategies for Building and Sustaining a Competitive Business System, Applied Business and Entrepreneurship Association International, Kauai, Hawaii. Presentation and Proceedings Publication (double blind peer review process)

- 11/08 Achieving Strategic Advantage and Organizational Legitimacy for Small and Medium Sized Not-For-Profits through the Implementation of Knowledge Management, Applied Business and Entrepreneurship Association International, Kauai, Hawaii
Presentation and Proceedings Publication (double blind peer review process)
- 10/08 A Path Analysis Model of Intrinsic and Extrinsic Academic Motivation Engagement in Service Learning, International Academy of Business and Economics, Las Vegas, Nevada
Presentation and Proceedings Publication (double blind peer review process)
IABE-2008 Las Vegas- Proceedings, Volume V, Number 1, p.324, 2008. ISSN: 1932-7498
- 09/08 Service Learning: Undergraduate Student Perceptions of Confidence in Skill and Personal Ability in a Business Service Learning Experience, American Society of Business and Behavioral Science International Conference, Waikiki, Hawaii. Presentation and Proceedings Publication (double blind peer review process)
- 03/08 Gender and Ethnic Service Learning Self-Reflections in Business Courses Assisting At-Risk Students National Business and Economics Society (NBES), Waikiki, Hawaii
Presentation and Proceedings Publication (double blind peer review process)
- 10/07 Can you teach an old dog new tricks? Reengineering Organizational and Administrative Behavior, Christian Business & Faculty Association (CBFA), Seattle, WA
Presentation and Proceedings Publication
- 10/07 Predicting Effectiveness of Service Learning in Business Courses: A Path Model Analysis International Academy of Business & Public Administration Disciplines (IABPAD), New Orleans, LA. Presentation and Proceedings Publication *Outstanding Research Award*
- 10/07 An Empirical Assessment of Service Learning in Business Courses, Christian Business & Faculty Association (CBFA), Seattle, WA. Presentation and Proceedings Publication
- 05/07 Meeting the Needs of the Community through Service Learning, Western Association of Schools and Colleges (WASC), Creative Inquiry and the Future of Higher Education, San Jose, CA, Conference Presentation

ACADEMIC JOURNAL PUBLICATIONS

Meeting the needs of business: Assessing market need and demand for a graduate level diversity concentration, *Business Renaissance Quarterly*, Vol. 8, Iss. 2, Summer/Fall 2013. ISBN: 1930-7462

A Qualitative Study of the Impact on Organizational Leadership Theory: An Examination of the Correlation of Perceived Parenting Styles and Self-Assessed Leadership Style, *Universal Journal of Management and Social Sciences*, Centre for Promoting Research Excellence. (McNair, Helm Stevens) Vol. 2, No. 2, February, 2012. ISSN: 2226-6240 (Online)

The Intellectual Capital Interplay Instrument: Developing Research Instrumentation toward Understanding the Impact of Knowledge Resource Allocation upon Stakeholder Perspectives within Institutions of Higher Education. *Journal of World Universities Forum*, Common Ground Publishing. (Helm Stevens, Brown, Russell). Vol. 4, Iss. 3, p. 33-56. ISSN: 1835-2020 (Print); ISSN: 1835-2020 (Online)

Reculturing Schools for Greater Impact: Using Appreciative Inquiry as a Non-Coercive Change Process. *International Journal of Business Management*. (Dickerson, Helm Stevens) Vol. 6, No. 8, August 2011. ISSN: 1833-3850 (Online) ISSN: 1833-8119 (Print)

Preparing Business Students for the Multi-Cultural Work Environment of the Future: A Teaching Agenda. *International Journal of Management*. (Helm Stevens, Ogunji). Vol. 28, No. 2, June 2011, p. 528-545. ISSN: 0813-0183

Introducing the Intellectual Capital Interplay Model: Advancing Knowledge Frameworks in the Not-for-Profit Environment of Higher Education, *International Education Studies*, Vol. 4, No. 2, May 2011. ISSN: 1913-9020 (Print) ISSN: 1913-9039 (Online)

International Business Requires Multicultural and Inclusion Competencies as Competitive Advantages for the Global Marketplace: How will Higher Education Prepare Graduate Students? *The One Voice International Collection of Scholarly Works 2009-2010*. (Helm Stevens, Hunt) Published by The One Voice Institute of Elemental Ethics and Education, LLC. © 2010 ISBN: 978-1-4507-5216-9

Managing Diverse Organizational Environments for Strategic Advantage: Exploring the Value of Developing Business Diversity Curriculum in Higher Education. *Journal of Management Policy and Practice*. North American Free Press. Target acceptance bounds of JMPP run between 12% and 18%; double blind review process. (Helm Stevens, Ogunji) Vol. 11, No. 4, Dec. 2010. ISSN: 1913-8067

Building a Learning Model for High Level Motivation and Goal Attainment: An Empirical Assessment of Self-Efficacy, Spiritual, Mutual, and Leadership Support among Undergraduate Christian Students. *International Journal of Global Business and Economics*. Published by the Global Business Development Institute. Vol. 3, No. 2, December 2010. ISSN: 1934-6336 (*double blind review process*)

Knowledge Management: Using Feedback from Performance Metrics to Improve Strategic and Tactical Plans. *The International Journal of Knowledge, Culture & Change Management*. (Helm Stevens, Saint-Germes). Published by Common Ground. Vol. 10, September, 2010. ISSN: 1447-9524. (*double blind review process*)

The Dynamics of Knowledge Transfer within Multigenerational Work Environments: Building a Strategic Framework for Engagement and Exchange. *The Global Studies Journal*. Published by Common Ground. ISSN: 1835-4432, Volume 3, Number 3, 2010. (*double blind review process*)

Using Business Theory to Motivate Undergraduate Students in Goal Attainment: An Empirical Assessment and Model for High Level Motivation and Goal Attainment. *International Education Studies*. (Anderson, Griego, Helm Stevens). Published by the Canadian Science Center. Vol. 3, No. 3, August, 2010. ISSN 1913-9020 (Print), ISSN 1913-9039 (Online). (*double blind review process*)

Managing Human Capital: How to Use Knowledge Management to Transfer Knowledge in Today's Multi-Generational Workforce. *Journal of International Business Research*. Published by the Canadian Science Center. Vol. 3, No. 3, July, 2010. ISSN: 1913-9004 (Print) ISSN: 1913-9012 (Online). (*double blind review process*)

Waves of Knowledge Management: The Flow between Explicit and Tacit Knowledge. *American Journal of Economics and Business Administration*. (Helm Stevens, Millage, Clark). Listed by Cabell's. Vol. 2, Iss. 1, p. 129-135, April, 2010. ISSN 1945-5488. © 2010 Science Publications. (*double blind referee process*)

Measuring High Level Motivation and Goal Attainment among Christian Undergraduate Students: An Empirical Assessment and Model. *The Business Renaissance Quarterly*. (Anderson, Griego, Helm Stevens). Listed in the EBSCO's Business Source Complete, ULRICH's Global Registry of Periodicals, ProQuest's ABI-Inform database, and Cabell's Management Directory. ISSN: 1930-7462. Vol. 5, Iss. 1, April/May, 2010. (*double blind referee process*)

Knowledge Management in a Multi-Generational Workforce: Challenges and Opportunities Presented by Older Workers. *Indian Journal of Economics & Business*. (Helm Stevens) Published by Serial Publications. ISBN: 0972-5784, Vol. 9, No. 1, May, 2010. (double blind referee process)

The Future of Multicultural Diversity Curriculum in Higher Education: How Business Schools Prepare Students to Lead in a Multifaceted Global World. *Journal of the World Universities Forum*. Published by Common Ground Publishing LLC. ISSN: 1835-2030. Vol. 3. December, 2009. (double-blind peer review)

Connecting Faith and Personal Values with the Service Learning Experience to Create More Effective Service Learning. *Business Renaissance Quarterly*. Published by Business Renaissance Institute. Listed in Ulrich's Global Registry of Periodicals, ProQuest's ABI-Inform database, and Cabell's Management Directory. Acceptance rate 25-30%; double blind peer review. ISBN 1930-7462. Vol. 4 Issue 3, Fall 2009, p. 61 -76.

The Call for Higher Education to Develop Diversity Competencies with the Goal of Preparing Business Students for the Global Marketplace. *Enterprise Risk Management Journal*. Published by Marcothink Institute. ISSN 1937-7916. Vol. 1, No. 2, 2009, p 35-46. (double blind expert peer review)

An Examination of a Diversity Concentration for a Graduate Level Business Degree Program. *Journal of Business Education & Accreditation (BEA)*. Listed in Cabell's Publishing Opportunities in Management, Educational Curriculum & Methods, Educational Psychology & Administration and Educational Technology & Library Science. ISSN: 1944-5903. Vol. 1, No. 1, 2009, p. 15-28. Library of Social Science Research Network: SSRN-id1555091. SSRN: <http://ssrn.com/abstract=1555091>. Acceptance rate is between 15-25% (double blind peer review)

Measuring Group Experience within the Framework of an Undergraduate Business Community Service Assignment. *International Journal of Global Business and Economics*. Published by the Global Business Development Institute. Refereed Journal listed in Cabell's Directory. ISSN: 1934-6336. Vol. 2, No. 3, 2009, p. 129-131.

Evaluating Experiential Learning in Organizational Behavior: Taking Measure of Student Perception Regarding Group Experience. (Helm Stevens, Griego). *American Journal of Economics and Business Administration*. Published by Science Publications. ISSN: 1945-5488. Vol. 1, No. 2, 2009, p. 138-141.

The Call for Higher Education to Develop Diversity Competencies with the Goal of Preparing Business Students for the Global Marketplace. *Enterprise Risk Management Journal*. Published by Marcothink Institute. ISSN 1937-7916. Vol. 1, No. 2, 2009, p. 35-46. (double blind peer review)

Predicting Effectiveness of Service Learning in Business Courses: A Path Analysis Model. *International Journal of Education Research (IJER)*. Published by the Academy of Business and Public Administration Disciplines. Listed in Cabell's Directory. ISBN 1932-8443. Vol. 4, No. 1, Winter, 2009, p. 32-39. (double blind peer review)

An Empirical Assessment of Service Learning in Business Courses. *Interbeing: Journal for Personal and Professional Mastery*. (Helm Stevens, Griego). ISSN: 1935-8806. Vol. 3, No. 1, Spring/Summer 2009, p. 45-54. (double blind peer review)

A Path Analysis Model of Intrinsic and Extrinsic Academic Motivation Engagement in Service Learning

Review of Business Research Journal. Listed in Cabell's Directory. ISSN 1546-2609, Call Number HF1.R395, Vol. 9 No.1. Spring, 2009. (double blind peer review)

Service Learning: Undergraduate Student Perceptions of Confidence in Skill and Personal Ability in a Business Service Learning Experience. *Journal of Business and Behavioral Sciences (JBBS)*. Listed in Cabell's Directory. Acceptance rate of 11-20%; double blind peer review. ISSN: 1099-5374, Vol. 20, No. 1, Spring, 2009, p. 122.

An Active Teaching Approach to Business Management: Gender and Ethnic Service Learning Self-Reflections. *Enterprise Risk Management Journal*. Published by Marcothink Institute. Double blind expert peer review. ISSN 1937-7916. Vol. 1, No. 1, 2009, p. 60-71.

Achieving Strategic Advantage And Organizational Legitimacy For Small And Medium Sized Not For Profits Through The Implementation Of Knowledge Management. *Business Renaissance Quarterly*. Published by Business Renaissance Institute. Listed in Ulrich's, ProQuest's ABI-Inform database, and Cabell's Management Directory. Acceptance rate 25-30%; double blind peer review. ISBN 1930-7462. Vol. 3 Iss.3, Fall 2008, p. 21-42. (double blind peer review)

A Path Analysis Model of Intrinsic and Extrinsic Academic Motivation Engagement in Service Learning, *International Academy of Business and Economics IABE-2008 Las Vegas- Proceedings Publication*. Listed in Cabell's Management Directory. Acceptance rate 15-20%; double blind peer review. ISSN: 1932-7498. Vol. V, No. 1, p. 324, 2008.

ACADEMIC SERVICE ASSIGNMENTS

Editorial Board. 2014. International Journal of HRM and Organizational Behavior.

Editorial Board. 2013. International Journal of HRM and Organizational Behavior (IJHRMOB)

Editorial Board. 2013. International Journal of Marketing Management (IJMM)

Editorial Board. 2013. Indo-American Journal of Human Resource Management (IAJHRM)

Editorial Board. 2012. Indo-American Journal of Management Research (IAJMR)

Editorial Board. 2012. Indo-American Journal of Business and Management (IAJBM)" .

Editorial Board. 2012. International Journal of Economics Business and Management Studies. Asian Institute of Advance Research and Studies.

Associate Editor. International Journal of Management Research and Business Strategy.

Editorial Board. 2012. American Journal of Economics and Business Administration, Science Publications.

Editorial Board. 2012. International Journal of Business and Behavioral Sciences (IJBBS), Centre for Promoting Research Excellence (CPRE).

Conference Session Chair. IABPAD 2012 Conference, International Academy of Business and Public Administration Disciplines, Management/Business Session Chair, Hawaii.

Associate Editor. 2012. Indian Journal of Commerce & Management Studies (ISSN 2229-4686).

Reviewer. 2012. Journal of International Education Research, Science and Education Centre of North America (SECNA).

Reviewer. 2012. Business and Management Research Journal. Sciedu Press.

Editorial Board. 2012. Universal Journal of Management and Social Sciences (UJMSS). Published by the Centre for Promoting Research Excellence (CPRE).

Associate Editor. 2012. Indian Journal of Commerce & Management Studies (ISSN 2229-4686).

Editorial Board Member. 2011-2012. International Education Studies. Canadian Center of Science and Education. Canadian Center of Science and Education (CCSE) publishes a number of journals, covering social science, natural science, health science, economics and management.

Editorial Board Member. 2011-2012. International Journal of Business and Management. Canadian Center of Science and Education. Canadian Center of Science and Education (CCSE) publishes a number of journals, covering social science, natural science, health science, economics and management.

Editorial Board Member. 2011-2012. International Business Research Journal. Canadian Center of Science and Education. Canadian Center of Science and Education (CCSE) publishes a number of journals, covering social science, natural science, health science, economics and management.

Associate Editor. 2011-2012. Volume 4, Issue 3, Journal of the World Universities Forum.

Associate Editor. 2011-2015. Journal of Business Excellence. Bioinfo Publications Editorials.

Associate Editor. 2011. Journal of World Universities Forum. The International Journal of Knowledge, Culture and Change Management. Common Ground Publishing.

Editorial Board Member. 2011. International Journal of Management Studies and Practices (IJMSP).

Editorial Board Member. 2010-2011. International Education Studies. Canadian Center of Science and Education. Canadian Center of Science and Education (CCSE) publishes a number of journals, covering social science, natural science, health science, economics and management.

Editorial Board Member. 2010-2011. International Journal of Business and Management. Canadian Center of Science and Education. Canadian Center of Science and Education (CCSE) publishes a number of journals, covering social science, natural science, health science, economics and management.

Editorial Board Member. 2010-2011. International Business Research Journal. Canadian Center of Science and Education. Canadian Center of Science and Education (CCSE) publishes a number of journals, covering social science, natural science, health science, economics and management.

Associate Editor. 2010. International Journal of Diversity in Organisations, Communities and Nations. Common Ground Publishing.

Associate Editor. 2010. International Advisory Board. The International Journal of Diversity in Organisations, Communities and Nations. University Press Publisher.

Paper Reviewer. 2010. Journal of Global Business Development (JGBD) ISSN: 1938-8195 International Journal of Global Business and Economics (IJGBE) ISSN: 1934-6336. Published by Global Business Development Institute.

Paper Reviewer. 2010. International Academy of Global Business and Economics. Review papers, articles, abstracts, or cases on topics related to research, practice, and teaching in all subject areas of Business Administration, Economics, International Business and related subjects areas.

Journal Reviewer. 2010. Research in Applied Economics Journal. International-oriented online journal, peer-reviewed and published by Macrothink Institute. The journal publishes papers in applied economics broadly defined with the purpose to enhance the study of economic issues through a wide range of applied economic researches with high quality are concerned with behaviors and policies of economic organizations and producers, consumers and governments.

Associate Editor. 2010. The International Journal of Knowledge, Culture and Change Management. Common Ground Publishing.

Referee. 2010. The International Journal of Diversity in Organisations, Communities and Nations Paper 'Managing Diversity in Organisations'.

Editorial Board. 2009-2010. Copy Editor position. Enterprise Risk Management (ERM), Macrothink Institute. International-oriented online journal, peer-reviewed and published by Macrothink Institute. The journal publishes papers in technical, non-technical, strategic, operational and managerial topics.

Editorial Board. 2009-2010. Copy Editor position. International Journal of Civil Aviation (ICA), Macrothink Institute. International-oriented online journal, peer-reviewed and published by Macrothink Institute. The journal publishes papers in technical, strategic, and operational civil aviation.

Conference Session Chair. 2009. ABEAI Conference, Applied Business and Entrepreneurship Association International. Session Chair: Global Business and Management, November.

Referee. 2009. Journal of Environmental, Cultural and Social Sustainability. Paper: U10-18807-R2 Paper: U10-18550-R2

Associate Editor. 2009. International Journal of Diversity in Organisations, Communities and Nations. Common Ground Publishing.

Referee. 2009. International Journal of Diversity in Organisations, Communities and Nations. Common Ground Publishing. Paper 'Managing Ethnic and Cultural Diversity for National Integration in Nigeria'. Paper 'Duelling Imperatives?'

Associate Editor. 2009. Journal of the World Universities Forum. Published by Common Ground Publishing.

Referee. 2009. Common Ground Publishing. International Journal of Diversity in Organizations, Communities and Nations. Paper: Online Education: A Comparative View. Paper: A Rationalised Method for Granting Affiliation to Institutions: An Analytic Hierarchy Process Approach. Paper: Research and Psychological Experiences of International Postgraduate Students.

International Advisory Board for the '2nd International Congress on Pervasive Computing and Management', December, 2009, Sydney, Australia (www.icpcm.org). Responsibilities include reviewing chapters and nominating Program co-chairs and keynote speakers.

Paper Reviewer. IABE 2009 Conferences, International Academy of Business and Economics, Paper Reviewer for the following Tracks: Business, Strategic Management, Organizational Development and Leadership. 2009.

Conference Session Chair. ABEAI 2008 Conference, Applied Business and Entrepreneurship Association International. Session Chair 16-18: Management/Business Strategy and Organizational Behavior November 2008.

PROFESSIONAL PRESENTATIONS

- 2004 Southern California Water Company, Annual Service Leadership Conference
Best in Class, Establishing a Global Performance Measurement System
- 2003 American Water Works Association, National Conference
Benefits of Telecommuting
- 2003 American Water Works Association, National Conference
Designing a Telecommuting Program
- 2002 The People's Republic of China, Office of Supervisory Panels
Maximizing Productivity through Human Resources
- 2002 The People's Republic of China, Beijing Municipal Bureau of Personnel
Evaluation of Productivity and Performance of Human Resources
- 2002 The People's Republic of China, Office of Supervisory Panels
Human Resource Development
- 2001 The People's Republic of China, Beijing Municipal Bureau of Personnel
Designing Effective Policy and Procedure Processes
- 1999 John F. Kennedy Career Institute, National Conference
Job Family Career Pathing Model
- 1999 Employee Development Department, California State Government
Developing Effective Policies and Procedures, Selecting Methodologies

PROFESSIONAL TEACHING/FACILITATION, CORPORATE UNIVERSITY, 2001 – 2006

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| Train-the-Trainer Program (40 hours) | Management and Leadership Principles (8 hours) |
| Public Speaking (32 hours) | Taking the Lead as a Supervisor (8 hours) |
| Service Leadership Academy (40 hours) | Team Development Strategies (8 hours) |
| Accountability (8 hours) | Business Planning: Developing Goals and Objectives (8 hours) |
| Empowerment (8 hours) | Coaching for Optimal Performance (8 hours) |
| Information Mapping Methodology™ (40 hours) | Planning & Managing the Employee Development Process (8 hours) |
| Basic Interpersonal Skills (8 hours) | Service Leadership Academy (40 hours) |
| Customer Service Series (40 hours) | |
| Strategies for Supervisors (8 hours) | |
| Valuing Diversity in the Workplace (8 hours) | |

PROFESSIONAL CURRICULUM DEVELOPED, CORPORATE UNIVERSITY, 2001 - 2006

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| Water Chemistry Series (32 hours) | JDEdwards Applications (32 hours) |
| Technical Writing (16 hours) | Conservation: Basic Principles (8 hours) |
| Water Quality Regulations I (8 hours) | E-Views Sales Forecasting (8 hours) |

Career Exploration (8 hours)
Water Sampling Techniques I (8 hours)
Issues & Trends in the Utility Industry I (8 hours)
Conservation: Basic Principles (8 hours)
Basic Water Quality Principles I (8 hours)
Public Speaking Techniques I & II (16 hours)
Intermediate Water Treatment V (40 hours)
Quality Customer Service I & II (16 hours)
Business Writing I & II (16 hours)
Introduction to Regulatory Affairs (8 hours)
Management & Leadership Principles (8 hours)
Management and Leadership Principles (8 hours)
Can You Picture Service? (8 hours)
Wellness — Stress Management (8 hours)
Service Leadership (8 hours)
Continuous Quality Customer Service (8 hours)
Interpersonal Skills for Business (8 hours)
Water Quality Principles (8 hours)
Customer Service for Field Representatives (16 hours)
Water Treatment & Distribution Principles (8 hours)
Customer Relations (8 hours)
Career Development Strategies (8 hours)
Decision Making (8 hours)
Cross-Connection and Backflow (40 hours)
Pumps and Pumping (Hands-on Training) (16 hours)
Leadership Academy (40 hours)
Train-the-Trainer Series (40 hours)

Return on Investment (ROI) in Training (8 hours)
Wellness 101 (8 hours)
Valuing Diversity in the Workplace (8 hours)
PC Techniques: Desktop Applications (8 hours)
Team Development Strategies (8 hours)
Mentoring: The Odyssey (8 hours)
Building Positive Self-Image (8 hours)
Critical Thinking Techniques (8 hours)
IACET Criteria: Understanding the Process (8 hours)
Writing in the Workplace (8 hours)
Time Management Techniques (8 hours)
Leveraging Technology in the Workplace (32 hours)
Principles of Business Management (8 hours)
Customer Service Leadership (8 hours)
Business Communication (8 hours)
Taking the Lead as a Supervisor (8 hours)
HR Practices (8 hours)
Safety Practices (8–16 hours)
Project Management (8 hours)
Planning & Managing the Employee Development Process (8 hours)
Business Planning: Developing Goals and Objectives (8 hours)
Budget Planning & Financial Management Principles (8 hours)
Emergency Preparedness (8–16 hours)