

FRANCES CHARLENE CONNER

Professional Academic Experience:

**Lecturer of Marketing
Cross Disciplined in Management
January 2016 (Spring)
University of Texas at Dallas
7400 University Hills Blvd., #322
Dallas, TX 75241**

- Develop and teach undergraduate and graduate classes face to face, hybrid, and online
- Mentor students
- Actively involved in research and publication working in collaboration with researchers in other private and state universities.
- Presentation of papers at recognized Journal and accreditation meetings
- Serve the community through leadership roles for UME Prep (charter school), Lighthouse for the Blind, and TCC South Campus
- Membership in North Texas Compensation (NTCA)
- Serve on various UNTD committees

**Dean, College of Business and Technology
Professor of Management
June 1, 2013 – March 2016 (Completed projects)
Parker University
2540 Walnut Hill Lane, Suite N106
Dallas, TX 75229**

- Provide leadership and direction to the College of Business and Technology online program consisting of three business degrees, Bachelor of Business Administration (BBA), Master of Business Administration (MBA) in Health Care Management; Doctor of Business Administration in Health Care Management; Associate of Applied Science in Health Information Technology (HIT), Bachelor of Science in Health Information Management (HIM), Computer Information Systems (CIS) with concentrations in Information Technology, Cybersecurity, and Health Care Cybersecurity and Technology Management (All SACS approved)
- Three new programs will be launched 2015-2016
Accelerated BBA/MBA in Health Care Management
Doctor of Business Administration in Health Care Management
MBA with a concentration in Practicum Management
- Developed, implement, and monitor the College of Business and Technology assessment plans (academic and tactical);
- Select, train, develop, lead and evaluate full/adjunct faculty;
- Review and approve course development;
- Serve as academic advisor in the MBA HCM program;
- Collaborate with other services such as admissions, financial aid, registrar, etc.,
- Develop, implement, and communicate changes in academic policies and procedures;
- Develop, implement, and monitor yearly budget;
- Represent the university at various external and internal meetings;
- Develop and teach graduate level courses;
- Collaborate with fellow deans and vice presidents in university matters;
- Develop and implement new procedures, processes, and supporting documentation as needed
- Teach in MBA Health Care Management curriculum as well as PhD7311, Organizational Behavior; LEAD7482, Professional Leadership Development – Mentoring and Coaching
- ACBSP Commissioner (2012 – present)

- Conduct an overall (SWOT) for sister schools as requested

Dean, College of Business
Professor of Management
February 11, 2005 – May 31, 2013
Dallas Baptist University
3000 Mountain Creek Parkway
Dallas, TX 75211

- Provide leadership and direction to 133 faculty (full-time/adjunct) and staff that creates an environment of community which fosters quality education, faith integration, and develops servant leaders for the College of Business (COB) where students represent 31% of the university's population;
- Develop and implement the COB annual assessment report and strategic plan based on stakeholder needs while adhering to the mission and vision of the university;
- Perform gap analysis in light of AACSB accreditation standards;
- Monitor the COB's Continuous Improvement Plan (CIP) which encompasses faculty, scholarship, internal development, external development; business programs related to curriculum, technology, enrollment, co-curricular opportunities and recognition; students' performance, satisfaction (retention) and support; alumni involvement, support, success and satisfaction; employer/business relationships, connections and satisfaction; faith integration through service learning, and character and ethics;
- Review and authorize continuous progress, independent study, course substitutions, incomplete grade status, change of grades, catalog updates, and final grade reports;
- Represent the University at various meetings, conferences, and other events;
- Serve as liaison for COB to the appropriate academic committees;
- Oversee hiring of faculty, develop and assess faculty, and assigned faculty course load;
- Monitor and approve COB course schedule to ensure a variety of learning opportunities with courses offered in classroom, online, hybrid, and mini-terms at various locations and on campus;
- Resolve faculty, staff and student issues;
- Monitor Student Learner Outcomes and assessment (all courses) for consistency;
- Continue commitment to regional and international study including Austin, Houston, New Orleans, San Antonio, Brazil, China, India, Ireland, Malta, Russia and Sierra Leone;
- Developing Accelerated Bachelor's and Master's Degree Program: BBA in Finance/MBA Finance, Accelerated Bachelor's and Master's Degree Program: BBA in Management Information Systems/MBA Management Information Systems and Accelerated Bachelor's and Master's Degree Program: BBA in Marketing/MBA Marketing;
- Direct and serve in an oversight role for the BBA Music Business and BBA Hotel Hospitality majors,
- Implementing standard operating procedures such as: online development, fund requests, interviewing, on-board checklist for full-time and adjunct faculty and full-time faculty mentor for new faculty members;
- Teach at least one of the following online, hybrid or in classroom undergraduate courses per semester:
 - MANA 3301 – Principles of Management
 - MANA 3302 – Principles of Human Resource Management
 - MANA 3303 – Principles of Organizational Behavior
 - MANA 4290 – Special Topics in Change Management (Internship)
 - MANA 4301 - Operations and Quality Management
 - MANA 4302 – Internship
 - MANA 4398 – Special Topics in Change Management
- And/or teach at least one of the following online, hybrid or in classroom graduate courses per semester:
 - MANA 6314 - Organizational Change and Development
 - MANA 6323 - Human Resource Strategy
 - MANA 6352 - International Human Resource Management
 - MANA 6390 - Readings/Management/Leadership

- And/or teach at least one of the following post-graduate level courses per semester:
 - EDDL 7305 - Strategic Planning
 - EDDL 7307 - Personnel Management
 - PHDL 7305 - Leadership Through the Ages: Part Five: Cultural and Global Leadership
 - PHDL 7306 - Organizational Leadership
 - PHDL 7307 - Leadership for the Future (Capstone Seminar)
 - PHDL 7369 - Independent Research III
 - PHDL 7380 - Managing Change in Organizations
- Developed for Online Education and taught:
 - EDDL 7303 – Organization Behavior and Leadership
- Dissertation Chair (1 PhD student, 2 graduated) 2009 - present
 Dissertation Committee member (8 PhD/EdD students) 2008 - present
 Doctoral Internships (2 PhD students, 1 EdD student) 2008 – 2013

Accomplishments:

- Led the successful submission for Texas Award for Performance Excellence at the commitment level;
- Led the successful effort in ACBSP national reaffirmation of the Master of Business Administration (MBA) and Bachelor of Business Administration (BBA) and the accreditation for Masters of Arts in Management (MAM), and Bachelor of Business Studies (BBS) - 2005;
- Hosted ACBSP Regional Conference on site with 74 attendees from 32 colleges and universities - 2006;
- Received faculty approval rating of 91% (areas included leadership, program improvement, and administrative effectiveness);
- Received student evaluation of faculty score of 4.60 on a 5 point scale;
- Facilitated cross-represented team sessions for the university strategic plan including SWOT analysis, core values, and vision statement;
- Facilitated discussion of university continuous improvement and assessment as a member of the DBU delegation for SACS site visit in 2008;
- Contributed and edited various sections of compliance documentation for university-wide SACS reaffirmation of accreditation;
- Champion for College of Business academic scholarships;
- Implemented the Major Field Assessment Test prep course which led to an increase in MFAT scores of 75th percentile within peer group;
- Introduced new undergraduate and graduate concentrations, updated two new undergraduate concentrations;
- Implemented student learner outcomes and assessment for all courses as well as a comprehensive exam in all of the 12 business core courses;
- Initiated College of Business internship program;
- Established Music Business Institute with collegial collaboration;
- Launched Hotel and Hospitality Management major at the undergraduate level and Leading the Nonprofit Organization and Performance Management concentrations in the MBA and MAM programs respectively;
- Implemented Accelerated Bachelor's and Master's Degree Program:
 - BBA in Accounting/MBA Accounting
 - BBA in Management/MBA Management
 - BBS Business Administration/MBA
 - BBS Management/MBA
 - BA/BS in Music Business/MBA
 - BBA in Music Business/MBA
 - BBA in Finance/MBA Finance
- Built college community relations through ongoing communications and hiring of 80+ new adjuncts and 8 new faculty;
- Increased participation of internal faculty development to two or more workshops per academic year and external development by 200%;

- Turned around an out-of-tolerance budget;
- Recognized as a Servant Leader;
- Received recognition as DBU Scholar;
- Served as member of the South Korea and Taiwan delegation visiting various universities where the purpose was to cultivate new partnerships and sign articulation agreements;
- Hosted two faculty fellows from YuDa University, Taipei, Taiwan;
- Implemented GIFT (Getting Informed for Tomorrow) career service program for graduating BBA students

Association of Collegiate Business Schools and Programs (ACBSP) activities:

Board of Commissioners (2012 – present)

Mentor, ACBSP (2008 to present)

ACBSP Presenter, Deans and Aspiring Deans (2006 to present)

Site Evaluator, ACBSP (2007 - 2012)

Regional Bylaws Committee Chair (2006 - 2012)

Bylaws Committee Member (2005 - 2012)

Program Conference: Global Business, How Can Education Make a Difference?

Chair, Site Evaluation Team (2009)

National Bylaws Committee Chair (2008-2009)

President, Southwest Region (2006-2007); Hosted 2006 Southwest Council of Business Schools and Regional Nominating Committee member (2006-2007)

Associate Dean (August 2004 - February 2005)

Assistant Professor of Management

August 2004 – February 2005

Dallas Baptist University

3000 Mountain Creek Parkway

Dallas, TX 75211

- Responsible for overseeing the reaffirmation and accreditation process for ACBSP, national accreditation and special projects;
- Developed a hybrid graduate course, Managing Change;
- Mentored students through the Academics in Motion (AIM) mentoring program;
- Assisted the Acting Dean in day-to-day operational activities;
- Served as full-time professor from August 2002 – July 2004
- Taught the following online, hybrid or in classroom undergraduate courses:
 - MANA 3301 – Principles of Management
 - MANA 3302 – Principles of Human Resource Management
 - MANA 3303 – Principles of Organizational Behavior
 - MANA 3306 – Management Communication
 - MANA 4302 – Internship
 - MANA 4315 – Travel Study in Managing Change
 - MANA 4398 – Special Topics in Change Management
- Taught the following online, hybrid or in classroom graduate courses:
 - MANA 6314 – Managing Change in Organizations (name change)
 - MANA 6323 – Human Resource Management (name change)

Accomplishments:

Recognized by Who's Who Among America's Teachers

2002, 2004, 2006

Adjunct Professor (Graduate and Undergraduate Courses)

Dallas Baptist University

January 1992 to August 2002

- Taught the following online, hybrid or in classroom undergraduate courses:
 - MANA 3301 – Principles of Management
 - MANA 3302 – Principles of Human Resource Management
 - MANA 3303 – Principles of Organizational Behavior
 - MANA 3306 – Management Communication
- Taught the following online, hybrid or in classroom graduate courses:
 - MANA 6314 – Managing Change in Organizations (name change)
 - MANA 6323 – Human Resource Management (name change)
 - MANA 6252 – International Human Resource Management
- **Awarded Adjunct Faculty of the Year** **May 1999**
- Co-developed curriculum for graduate program of study in Conflict Resolution
- Developed curriculum for graduate program of study in Managing Change and Understanding Human Differences

University of Texas at Dallas

September 1993 to August 2002

- Developed curriculum for graduate program of study in Managing Change
- Taught graduate courses in Managing Change and Human Resource Management

Texas Wesleyan University

(5 Years)

- Taught undergraduate courses in Operations Management, Industrial Relations, Principles of Management and Business Communications

Current Board Memberships:

Lighthouse for the Blind (Fort Worth), Member and Secretary of the Executive Board
UME Prep School, Vice Chair, Board of Directors
Advisory Board Member, Tarrant County College South – Business

Prior Memberships:

Baylor Health Care Systems, Leadership Development Committee
Association of Colleges and Business Schools Programs (ACBSP) Commissioner of 4-Year Institutions, Term 2012-2015, 2015-2016
L2L National Association for COO in Leadership
Texas Women of Higher Education
Member, Women's Auxiliary Board, Dallas Baptist University
Society for Human Resource Management (SHRM)
Personnel Committee, Tate Springs Baptist Church
Member of Board of Directors, Circle T Girl Scouts of America, co-chair National Assessment of Council
Circle T Girl Scouts, Co-chair National Search for CEO (2007)
Circle T Girl Scouts, Committee Member Search for CEO (2004)
Advisory Board, Tarrant County Junior Colleges (Northwest)
Board Member, Tate Springs Baptist Church Christian School
Member, Executive Women in Government
Member, American Society for Training and Development
Agency Coordinator, Hispanic Special Emphasis Committee

Current UNT Dallas Committee Assignments:

Strategic Planning
University Core Curriculum
Faculty Load
Marketing Faculty Recruitment
Accountant Search

Prior Parker Committee Assignments:

Provost Council (2013 – present)
Administrative Council (2013 – present)
Parker Path Committee Meeting (2015 – present)
Strategic Execution Team (2014 – present)
Policy Development and Implementation Task Force (2015 – present)

Prior DBU Committee Assignments:

Professional Studies Committee (2012 – 2013)
Appeals Committee (2008 - 2012)
Member, SACS Supplemental Compliance Certification Team, Graduate Admissions (2006, 2007, 2008)
International Student Learning Committee (2008)
Academic Committee (2007, 2008)
Honorary Degree (2007 - 2013)
Women's Auxiliary Board (2007 to present)
Deans' Council (2005 - 2013)
John Charles Cooper Scholarship Fund (2000 - present)
Chairperson of New Students Committee (2006, 2007, 2008)
Master's Program Committee (2007 - 2013)
SACS Supplemental Compliance Certification Team (2006 - 2009)
Faith, Inc. (2008)
Institutional Effectiveness Committee (Chair – Review of EdD Program and Athletics Program (2005-2007)
Honors Program (2004 - 2013)
Music Business Institute (2006 - 2013)
Ambassadors, DBU College of Business (2002 - 2013)
Undergraduate Admissions (2003, 2011)
Representative for DBU for ACBSP (2003 to present)
Society for Human Resource Management (SHRM) co-sponsor (2003, 2004)
PhD committee (2008 - 2013)
Hispanic Initiatives (Think Tank) (2003)

Peer Reviewed Publications:

Bell, III, T./Anderson, T., Conner, C., Severance, J. (2016). *Does Leadership Style Affect the Academic Performance of Undergraduate Business Students?*, International Academy of Business and Public Administration, Volume 13, Number 1, Summer 2016.

Adebiaye, R. & Conner, C. (2015). *Chiropractor Practice Management: Justification for Business Degree Program in Chiropractic Curriculum*. International Journal of Advanced Scientific Research & Development (IJASRD). Volume 02, Issue 03 (Jul-Sept 2015) pps. 1-16.

Notgrass, D., Conner, C. (2014). *Learning from Followers: Leadership Behaviors Linked to members' Extra Effort in Small, Fast-Forming Teams*. Midwestern University Journal of Business and Economic Review, Vol. 48, pps. 15-22.

Notgrass, D., Conner, C., Bell III, T. (2013). *Leading External Auditing Teams: The Correlation Between Leaders' Behaviors and Team Dynamics of Cohesion and Conflict*, International Journal of Business and Public Administration, Volume 10, Number 2, Fall 2013.

Conner, C., Notgrass, D., O'Brien, W. (2012). *Fast-Forming Teams*. ACSBP Journal 3.

Publications in Progress

Notgrass, D., Heller, J., Conner, C. (2015). Does Satisfaction with the Group Leader Matter?: The Moderating Effect of Satisfaction with Leader on Specific Teams Dynamics to Extra Effort Relationships in Small, Fast Forming, Short Duration Teams.

Conner, C. (2016). Compare and Contrast data research 2015 versus 2004 of Those Most Impacted by Downsizing.

Publications:

Ring, W., Conner, C. (2008), *Supplemental teaching material to Labor Relations: Development, Structures Process (9th ed.)*. New York: McGraw-Hill/Irwin.

Conner, C. (2004). *Is There a Positive Side to Downsizing?*, University of Sarasota, Committee Chair, Dr. Pete Simmons.

Conner, C. (2001). *Employer/Coach Resource Guide*. U.S. Govt. Publication, General Services Administration, Federal Supply Service, Regions 7 and 4, Ft. Worth, Texas and Atlanta, Georgia.

Conner, C. (2000). *Curriculum for Mid-Level Management*. U.S. Govt. Publication, General Services Administration, Region 8, Denver Colorado.

Sharp, G., Conner, C. *Supervisor's Guide for Performance*. U.S. Govt. Publication. General Services Administration, Regions 7 and 8, Ft. Worth, Texas and Denver, Colorado.

Sharp, G., Conner, C., Cummings, P. *Supervisor's Guide Employer/Labor Relations*. U.S. Govt. Publications, General Services Administration, Regions 7 and 8, Ft. Worth, Texas and Denver, Colorado.

Blind Peer Reviewed and Professional Presentations and Workshops:

Notgrass, D., Heller, J., Conner, C. (2016). The Moderating Effect of Satisfaction with the Leader on the Relationship Between Team Dynamics and Follower's Extra Effort. Research Award presented at The International Academy of Business and Public Administration Disciplines conference, April 21-24, 2016

"Seven (Not So) Secret Guides and Suggestions for the Small Business Owner and Entrepreneur: With Overlap From the Management and Accounting Areas", co-presentation with Theresa Hrcncir PhD, ASBE (Association for Small Business and Entrepreneurship), October, 2012

"The Financial Crisis and Educational Innovation", co-presentation with Theresa Hrcncir PhD, ACBSP, National Conference, Baltimore, Maryland, June 2012

"The Financial Crisis and Educational Innovation", co-presentation with Theresa Hrcncir PhD, ACBSP, Region 6 Meeting, Las Cruces, New Mexico, November, 2011, Awarded ACBSP Best of Regions Presentation for Region 6

"Are We Neglecting the Quality of Higher Education in Tight Fiscal Times?", ACBSP, National Conference, Indianapolis, Indiana, June, 2011

"Enhancing Student Learner Outcomes Without Compromising Ethical Standards", The American Association of Behavioral and Social Sciences, Thirteenth Annual Meeting, Las Vegas, Nevada, February, 2010

"Enhancing Student Learner Outcomes Without Compromising Ethical Standards" co-presented with Theresa Hrcncir PhD, ACBSP Region 6, Santa Fe, New Mexico, 2009

Keynote speaker for the Alpha Sigma Omega Honors Banquet, 2009

"Enhancing Student Learner Outcomes Without Compromising Ethical Standards" co-presented with Theresa Hrcncir PhD, Peer Reviewed, ACBSP National Conference, New Orleans, Louisiana, 2008

Presentations and Workshops:

"The Importance of Sustainability in the Workplace through Partnership with Educators", Chamber of Commerce, Plano, Texas

"Education for all Generations" presentation on Importance of Education in today's Business World, American Business Women's Association (De Soto Chapter), Dallas, Texas

IT Class – Interviewing

"Team Building", City of Fort Worth – Mayor's Chief of Staff Office

"Globalization, Culture, and Change", DBU-Colleyville Breakfast Series, Colleyville, Texas

"Globalization, Culture, and Change", DBU-North Luncheon Series, Frisco, Texas

"Managing Change: You Can Do It", DBU Lecture Series, First Baptist Church Dallas, Texas

"Regional Conference Planning", ACBSP Presidents' Meeting, Orlando, Florida

"Balancing Work and Family", Frisco Chamber of Commerce, Frisco, Texas

"Planning for Your Future", First Baptist Church Dallas Women's Group, Dallas, Texas

Multi-Culture Career Clinic, DBU International Students

Conference President, ACBSP, Southwest Region 6 Conference

"Managing Change: You Can Do It" Colleyville Chamber of Commerce/DBU Lecture Series, Colleyville, Texas

"Managing Change: You Can Do It" DBU North Lecture Series, Frisco, Texas

"Woman to Woman" Cable Television Broadcast, Guest, Plano, Texas

University Spring Adjunct Workshop and Online Education Video, Dallas, Texas

Patriot Weekend Panelist, Dallas, Texas

Small Business HR Issues, Dallas, Texas

Faculty Adjunct Meeting, Student Learner Outcomes, Dallas, Texas

Fall Workshop (all faculty) "Critical Thinking", Dallas, Texas

Southlake Carroll High School, Southlake, Texas

"Perils of Human Resource Managers", Palm Springs, California,

"Communication, Culture, and Change", General Services Administration, Federal Technology Services

"Myers Briggs", Christ for the Nations, Dallas

"Human Resource Issues", Credit Union National Association Conference

"Models of Change", Adjunct Workshop, DBU, Dallas, Texas

"The Selection Process", Garland Chamber of Commerce, Garland, Texas

“Student Presentation Skills”, Adjunct Faculty Workshops, DBU, Dallas, Texas

"Change" Social Security Administration, Hearings and Appeals

"Interviewing", Baptist General Convention of Texas, Dallas, Texas

"Conflict Resolution" Adjunct Faculty Workshop, DBU, Dallas, Texas

"Strategic Planning Workshop”, Texas Wesleyan University School of Humanities and Science, Denton, Texas

"Strategic Planning Workshop”, Texas Wesleyan University School of Business, Denton, Texas

“Mid-Level Management Training”, FTS Steering Committee

“Managing Change”, Southern Baptist Convention, Annuity Board

“Hiring to Firing”, Texas State Registrars Conference, Employment Issues

Professional Certifications:

Myers Briggs, American Psychological Association, 1996 to present

Personnel Staffing Specialist, Level III, U. S. Government

Mediator, Tarrant County Dispute Resolution, Mediation and Family Law

Education:

University of Sarasota, SACS accredited, Prior to graduation university transitioned from private to publicly-owned institution, Argosy University - Doctorate of Business Administration, concentration - Management, 2004

Dallas Baptist University, SACS and ACBSP accredited, Master of Business Administration, concentration - Management, (Graduate- Received Recognition for Academic Excellence in Business award), 1992

Oxford University (Cultural Diversity) through Dallas Baptist University Graduate Program, 1990

Dallas Baptist University, SACS and ACBSP accredited, Bachelor of Applied Business Administration, concentration - Management, 1990

Additional Training:

Women’s Executive Leadership Program, Office of Personnel Management, Washington, DC, 1991

Tarrant County Dispute Resolution, Mediation and Family Law, 1992

Other Significant Professional Experience:

Deputy Human Resources Officer

April 2002 to August 2002

General Services Administration

819 Taylor Street

Fort Worth, TX 76102-6105

(Temporary promotion)

- Worked closely with Deputy Regional Administrator in planning, organizing, and administering a responsive Regional Human Resource Management Program covering regions 7 and 8 encompassing 11 states with approximately 3000+ employees;
- Encouraged management actions to improve human resource management, identified potential problems and planned decisive corrective action;

- Directed subordinates and ensured staff were trained to meet day-to-day responsibilities in advising managers, supervisors, and employees

Accomplishments:

- Represented the Regional Administrator, Deputy Regional Administrator and regional service heads regarding human resources matters;
- Assisted in the transition period after the appointment of a new Regional Administrator;
- Represented HR at off-site Continuity of Operations Plan (emergency management) exercises in the Rocky Mountain and Great Southwest regions;
- Oversaw the HR Program's Quarterly Performance Review for the GSA Administrator's team;
- During this temporary promotion, the Human Resource Manager suddenly retired. I assumed the day-to-day activities of the HR Manager position as well the Deputy Human Resource Manager position

Received Exceptional Service Award from Administrator, Washington, DC.

Regional Training Officer

August 2002 to September 2002

May 1998 to April 2002

March 1997 to January 1998

General Services Administration

819 Taylor Street

Fort Worth, TX 76102-6105

- Directed the training programs for Regions 7 and 8, and provide guidance to the employees assigned to the Training Office;
- Met with senior management to determine training needs for their individual organization (Training Office strives not only to have a partnership with managers in developing employees who can keep pace with what is happening in government and private industry, but also to create new awareness of Human Resources through measurement, benchmarking, as well as consulting services);
- Participated with GSA, Central Office on national initiatives such as succession planning for upper level management positions, intern development, Q12 initiatives, GSA Online University, and career development;
- Anticipated the region's training needs and developed or negotiated training to meet those needs;
- Responsible for oversight of the Learning Center and employee training database at the management level;
- Oversaw the Regional Human Resource Office's Marketing initiatives and supervised the Marketing Representative;
- Served as a member of the Regional Acquisition Council;
- Actively involved in the contracting of courses for employee contracting warrant certification Member, Tarrant County College South and Northwest Advisory Boards

Accomplishments:

- Negotiated the contracts for training courses at cost savings of over \$300,000 + annually;
- Developed Federal Technology Service's training plan, Rocky Mountain region's mid-level management curriculum (FTS nationally used Rocky Mountain's curriculum as model for mid-level management training), transition of Auto Repair Inspectors (WG) to Fleet Service Representatives (GS) and served on the national Human Resources Measurement Team;
- Served as member of the national initiative of the Accelerated Leadership Development (ALD) Training Program to develop future senior managers for the agency, (concept adopted by other agencies);
- Served as task force member on the national initiatives related to employee satisfaction surveys and developed training activities to bridge the gap in areas of concern;

- Developed and provided training for Fleet Management Services (Regions 7 and 8) as well as customer service for Public Buildings Service;
- Evaluated and made recommendations for Federal Technology Service (FTS) contract process; recommendations adopted and implemented;
- Established new employee orientation for employees within regions of responsibility;
- Developed partnership between City of Fort Worth and GSA's Training Offices through the liaison of the Special Assistant to the Mayor;
- Partnered with Tarrant County College Northwest to offer college courses on-site for Federal employees;
- Provided training expertise in Career Development to GSA sister region located in Auburn, Washington
- Received Special Act Awards in 1997, 1998, 1999, 2000, 2001, 2002 and a Quality Step Increase in 2000;
- Received Agency's Commendable Service Award

General Services Administration

January 1998 to May 1998

Regional Equal Employment Opportunity Manager

819 Taylor St.

Fort Worth, TX 76102-6105

(Temporary promotion)

- Managed the Equal Employment Opportunity Program for Greater Southwest Region and Rocky Mountain Region;
- Planned and directed regional counseling and complaints program;
- Processed complaints in accordance with applicable laws and regulations;
- Responsible for the acceptance, rejection, or cancellation of complaints;
- Initiated investigation of complaints accepted, reviewed investigative report, and recommended proposed agency disposition to Regional Administrator;
- Analyzed and resolved problems by meeting with managers and employees;
- Directed activities of EEO counselors (internal or contract);
- Prepared periodic reports and statistical information;
- Worked with Central Office EEO personnel and Regional Counsel to resolve complaints

Accomplishments:

- During my assignment, the agency EEO complaint results were: Settled eight; Dismissed two; Mediated three;
- Established strong credibility with employees and managers nationally and regionally;
- Developed and implemented an expedited IT complaint process;
- Implemented regional and national software database for EEO Office;
- Consultant to EEO Office through December 2008

Additional experience at General Services Administration

Prior experience in human resources included team leader, recruiting all areas including Presidential Management Interns and serving as HR liaison for the former President's staff. As an employee and labor relations specialist processed employee grievances under the agency and union(s) procedures and negotiated resolution to grievances, as well as unfair labor practices. Served as a technical advisor and subject matter expert to Regional Counsel on actions appealed to the Merit Systems Protection Board, Texas Employment Commission, and Equal Employment Opportunity Commission. Investigated and conducted interviews involving employee conduct or performance and prepared appropriate letters; i.e., counseling, warning notice, reprimand proposed and notice of removal. Provided technical advice to management and employees related to the Employee Assistance Program. As a classifier, special projects included management review at the national level, sick leave usage, and a decision paper on classification appeals.

Accomplishments:

Recognized as Agency Coordinator of the Year, Hispanic Council for Federal Employees by the Federal Executive Board, Special Emphasis Council;

Responsible for the successful recruitment and development of Presidential Management Interns;
Conducted Most Efficient Operations for Fleet Management and federal supply depot facilities;
Developed instructional material and conducted training for the federal application process,
reduction in force, and new employee orientation;
Established the first paid graduate student intern program for college credit and Junior Fellowship;

Federal Aviation Administration

Significant experience as operations liaison for the maintenance equipment facilities operation.

United Premium

Directed and monitored inventory control for five branches and the corporate office with no greater than 5% discrepancy and profit/revenue consistently exceeded goals.

References Available Upon Request

