

*Curriculum Vitae*

**Hollye Kay Moss**

*Business Address:*  
College Of Business  
Western Carolina University  
Cullowhee, North Carolina 28723  
(828) 227-3705  
*email:* hmosse@wcu.edu

*Home Address:*  
PO Box 2481  
Cullowhee, NC 28723

**Education**

*Clemson University* - Clemson, South Carolina  
Ph.D. in Industrial Management  
concentration in Production/Operations Management  
minor in Experimental Statistics  
Graduation date: 2002

*Wake Forest University* - Winston Salem, North Carolina  
Master's in Business Administration  
concentration in Operations Management  
Graduation date: 1993

*Clemson University* - Clemson, South Carolina  
M.S. Chemistry  
Concentration in Biophysical Chemistry  
Graduation date: 1985

*Converse College* - Spartanburg, South Carolina  
B.A. Chemistry  
Related Field: Computer Science  
Graduation date: 1983

**Work Experience**

*Sara Lee Intimates* - Gastonia, North Carolina  
Distribution Manager (1994-1995)  
Responsible for Distribution Functions for \$140MM segment of Sara Lee Intimates. Managed staff of 4 exempt supervisors and 170 hourly employees working on multiple shifts. Ensured compliance with customer special requirements including product labeling, packing, shipping or manifesting.  
Manager, Customer Service/Scheduling (1993-1994)  
Managed the Customer Service Department of \$300MM business. Supported customer base of 16,000 stores and 800,000 orders annually. Directed work of two distribution centers by releasing orders for packing. Coordinated new product introductions and promotions through packaging and distribution.  
Supervisor Mass Distribution Planning (1991-1993)  
Supported \$75MM business segment by coordinating orders through Distribution Center, planning demand and capacities. Responsible for business segment order entry including EDI and vendor managed inventory systems. Served as liaison between Marketing/Sales and Distribution.

*Elastic Corporation of America - Woolwine, Virginia*

Production Planning/Purchasing/Customer Service (1988-1991)

Coordinated production schedules from receipt of order to final shipment as business grew from \$3MM to \$11MM in annual sales. Responsible for purchasing and negotiating prices of all raw materials. Maintained all inventory records.

*Milliken & Co., Magnolia Finishing Plant - Blacksburg, South Carolina*

Production Manager (1985-1987)

Responsible for supervision of shift personnel written employee evaluations, hiring personnel to fill shift vacancies. Directly accountable for production and quality of product.

**Administrative Experience***Western Carolina University – Cullowhee, North Carolina*

Interim Director, School of Marketing, Entrepreneurship, Sport Management, and Hospitality Tourism, Feb 2019 –

Interim Dean, College of Business, Jan 1, 2018 – Jan 31, 2019

Director, School of Economics, Management, and Project Management Jan, 2015—  
Dec 2017

Department Head, Global Management and Strategy, 2012-2014

**Teaching Experience***Western Carolina University – Cullowhee, North Carolina*

Interim Dean, College of Business, Jan 1, 2018 – Jan 31, 2019

Professor 2014 --

Associate Professor 2008 – 2014

Assistant Professor 2002 – 2008

Quantitative Analysis 235 *Decision Making I-Business Stats* (Fall 09–Spring 13;  
Spring 14–Spring 15; Spring 16; Spring 17; Spring 18–Spring 20)

Course Content: data analysis, evaluation, and interpretation

Quantitative Analysis 305 *Introduction to Management Science* (Fall 19–Spring 20) Course Content: models for decision-making: forecasting, queuing, linear programming, statistical process control, network analysis

Management 300 *Introduction to Management* (Fall 15, Summer 16; Fall 16;  
Spring 17; Summer 17)

Course Content: four functions of management: planning, leading, organizing, controlling

MBA 627 *Applied Business Statistics* (Spring-Fall 13, Fall 14, Spring 15)

Course Content: statistical tools, interpreting data, making predictions

Management 235 *Business Statistics* (Fall 02 – Spring 09)

Course Content: hypothesis testing, ANOVA, regression, and nonparametric techniques

Management 305 *Quantitative Business Analysis* (Spring semesters 03, 06-08;  
Fall 17)

Course Content: models for decision-making: forecasting, queuing, linear programming, statistical process control, network analysis

Management 402 *Production & Operations Mgmt* (Fall 02–Spring 09, Spring 12)

Course Content: management of operations functions including quality, product and process design, strategy, and inventory issues

Management 611 *Production and Operations Mgmt* (Spring semesters 07, 08)

Course Content: processes, problems and strategies related to the creation of products and services

MBA 604 *Managing Value-Creating Business Operations* (Fall 09, Spring 10)

Course Content: processes, problems and strategies related to the creation of products and services

*Clemson University* - Clemson, South Carolina

Instructor:

Management 390 *Operations Management* (Spring 01)

Course Content: management of production functions including Quality, product and process design, strategy, and inventory issues

Management Science 310 *Intermediate Business Statistics*

(Spring 00 - Fall 00, Spring 02)

Course Content: hypothesis testing, ANOVA, regression, and nonparametric techniques

Management 402 *Manufacturing Planning and Control Systems*

(Spring 98 - Spring 00)

Course Content: examines important functions of MPC systems; includes hands-on experience with simulated company

Management 299 *Computer Utilization* (Fall 1997)

Course Content: use of computers for statistical analysis

"Plant Manager", Manufacturing Mgmt Laboratory (Spring 1998 – Fall 1999)

Manufacturing Planning and Control Factory Simulation

Teaching Assistant in General Chemistry Laboratories

(1983-1985, 1996-1997)

*Anderson College* – (Now *Anderson University*) Anderson, South Carolina

Instructor:

Management 451 *Operations Management* (Spring 01)

Course Content: management of production functions including Quality, product and process design, strategy, and Inventory issues

*APICS CPIM Certification Review Class* – Asheville NC, North Carolina

Instructor

*Basics of Supply Chain Management* (Fall 2010)

Course Content: managing the complete flow of materials in a supply chain from suppliers to customers

*Detailed Scheduling and Planning* (Summer 2006)

Course Content: techniques for material and capacity scheduling: MRP, CRP, inventory management, supplier and procurement planning.

*Strategic Management of Resources* (Fall 2008)

Course Content: explores the relationship of existing and emerging processes and technologies to manufacturing strategy and supply chain-related functions.

*Executive Development Basic Statistics Review Class* – Cherokee Indian Hospital,

Cherokee, North Carolina (Spring 2009)

## Academic Advising

2007 Served on Orals Board for two graduate students in Engineering Technology

2008 Served on Orals Board for two graduate students in Engineering Technology

## Awards

2019 Nominee, WCU Faculty Member of the Year Award

2017 Student Success Faculty Award for Excellence from WCU's Division of Student Success

2017 First Year Student Advocate Award Nominee

2016 Excellence in Student Service Award from WCU's Division of Student Success

2016 All-Southern Conference Faculty Team (WCU's 2016 So-Con Faculty Member)  
 2016 Nominee, WCU 2015-16 First-Year Advocate Award  
 2016 Nominee, WCU's Curtis W. Wood Award for Excellence in Mentoring Graduate Students  
 2014 College of Business Graduate Teaching Award, Western Carolina University  
 2014 Finalist, College of Business (Undergraduate) Professor of Excellence, Western Carolina University  
 2013 Chancellor's Distinguished Teaching Award, Western Carolina University  
 2013 Professional Development Grants Recipient, Western Carolina University, \$842  
 2012 Finalist, College of Business Professor of Excellence, Western Carolina University  
 2010-2015 Marquis Who's Who in North American Education  
 2010 Microgrant Recipient, Western Carolina University, \$310  
 2010-2011 Who's Who Among Collegiate Faculty  
 2008, 2010, 2012 Who's Who  
 2008 Alpha Kappa Psi Management Professor of the Year Award  
 2007 Alpha Kappa Psi 3<sup>rd</sup> Annual Student Choice Award: Best Management Educator Award  
 2007 Who's Who in Among America's Teacher's and Educators  
 2006 College of Business Professor of Excellence, Western Carolina University  
 2005 Chancellor's Travel Fund, Western Carolina University, \$500.  
 1998 First Place, APICS International Graduate Student Paper Competition  
 1998 First Place, APICS Regional Graduate Student Paper Competition  
 1998 First Place, APICS Chapter Graduate Student Paper Competition

### **Professional Associations and Certifications**

CSCP Certified by APICS. Expires 2024  
 CFPIM Certified by APICS. Expires 2024  
 CIRM Certified by APICS  
 APICS—The Association for Operations Management  
     Asheville Chapter President 2008-2010  
     Board Member for Asheville Chapter (2005-2008, 2010-2014)  
     Designated Associate Instructor for CSCP, CPIM, Lean Enterprise, Global Sourcing, and Instructor Training (2010-2014)  
 Institute for Operations Research and the Management Sciences (INFORMS)  
 Decision Sciences Institute (DSI)  
 Institute for Supply Management (ISM)  
 Beta Gamma Sigma International Honor Society (for academic achievement in the study of business)  
 Alpha Sigma Lambda Honor Society (for Adult Learners in Continuing Higher Education)

### **Refereed Publications**

DeConinck, J.; Moss, H.; DeConinck, M. B. 2018. The Relationship Between Servant Leadership, Perceived Organizational Support, Performance, and Turnover Among Business to Business Salespeople. *Global Journal of Management & Marketing*, 2(1), 38-52.

Crow, R.; Cruz, L.; Ellern, J.; Ford, G.; Moss, H.; White, B.J. 2018. Boyer in the Middle: Second Generation Challenges to Emerging Scholarship. *Innovative Higher Education*, 43(2), 107-123.

DeConinck, J., DeConinck, M. B., Moss, H. 2016. The Relationship Among Ethical Leadership, Ethical Climate, Supervisory Trust, and Moral Judgement. *Academy of Marketing Studies Journal*, 20(3), 89-99.

Burke, D. D., Moss, H. 2016. Quality and Impact. *Journal of Legal Studies in Education*, 33(2), 175-180.

- Wright, E.W., Fowler, D., and Moss, H.K. 2016. "The One Page Strategic Plan," *Supervision*, 77, 2, 3-5.
- Cruz, L., Ellern, J., Ford, G., Moss, H.K., and White, B.J. 2013. "Semi-Radical: Navigating the Boundaries of the Scholarship of Engagement at a Regional Comprehensive University," *The Journal of Higher Education Outreach and Engagement* 17, 1, 3-26.
- Moss, H.K. and L.Lazar. 2013. "Radio Frequency Identification Technology: A New Method of Controlling Inventory," *SuperVision*, 74, 1, 8-11.
- Wright, E.W., and Moss, H.K. 2012. "Introducing Operations and Management Concepts with a Classroom Production Activity," *International Journal of Business, Humanities, and Technology*, 2, 5, 49-53.
- White, B.J, Cruz, L., Ellern, J., Ford, G., and Moss, H.K. 2012. "Bound by tradition? Peer review and new scholarship: An institutional case study," *Research in Higher Education Journal*, 17, 70-87.
- Lazar, L.D., and Moss, H.K. 2010. "Acceptance of a Supply Chain Order Promising Technology," *Journal of Academy of Business and Economics*, 10, 1, 100-112.
- Cruz, L., Ellern, J., Ford, G., Moss, H.K., and White, B.J. 2009. "Recognition and Reward: SOTL and the Tenure Process at a Regional Comprehensive University," *Mountain Rise*, 5, 3, 1-27.
- Moss, H.K. 2007. "Improving Customer Service Quality Through the Use of Theory of Constraints Principles," *Journal of Academy of Business and Economics*, 7, 3, 45-66.
- Troy, Maridy M. and H.K. Moss, 2007. "Influence of Step Distance on Knee Flexion Angle and O<sub>2</sub> Cost During Step Exercise," *Journal of the American Kinesiology Association*, 61, 3, 14-20.
- Moss, H.K. and T. Kinnear 2007. "Nothing Can Eliminate Responsibility," *SuperVision*, 68, 1, 3-4.
- Moss, H.K., and T. Kinnear. 2005. "Using Competency-based Student Portfolios for Assessment of an Undergraduate Management Program," *The International Journal of Business Disciplines*, 16, 1, 137-144.
- Moss, H.K. 2005. "An Examination of Quality Improvement Programs in Service Organizations," *Palmetto Review*, 8, 29-37.
- Moss, H.K., and Patterson, J.W. 2005. "The Service Industry and Improvement Programs," *Review of Business Research*, 5, 4, 118-131.
- Moss, H.K., and Yu, W.B. 1999. "Toward the Estimation of Bottleneck Shiftiness in a Manufacturing Operation," *Production and Inventory Management Journal*, 40, 2, 53 -57.
- Moss, H.K., and Yu, W.B., 1999. "The Effect of the Manufacturing Environment on Managing Bottlenecks," *Palmetto Review*, 2, 16-20.

Lannom (Moss), H.K., Dill, K., Denarie, M., Lacombe, J.M., and Pavia, A.A., "<sup>13</sup>C N.M.R. Study of the Structure and the Metal Ion Binding Sites of Neuropeptides Composed of L-Asp and L-Glu," *Int. J. Peptide Protein Res.*, 28, 67 (1986).

Dill, K., Lannom (Moss), H.K., Lacombe, J.M., and Pavia, A.A., "Structural, Dynamic, and Metal Ion Binding Studies of the Core Glycopeptides  $\beta$ -Gal(1->3)  $\alpha$ -GalNAc-> Ser, Thr by <sup>13</sup>C-NMR Spectroscopy," *Carbohydr. Res.*, 42, 11 (1985).

Carter, R.D., Lannom (Moss), H.K., and Dill, K., "A [<sup>13</sup>C]Methylation Study of Glycophorin A in Intact Erythrocytes by <sup>13</sup>C-NMR Spectroscopy," *Biochim. Biophys. Acta*, 845, 396 (1985).

Carter, R.D., Lannom (Moss), H.K., and Dill, K., "A <sup>13</sup>C NMR Study of the pH Behavior of N-Methylated Peptides Related to the N-Terminus of Glycophorins," *Int. J. Biol. Macromol.*, 6, 348 (1984).

### Refereed Conference Proceedings

Burke, D. D., Moss, H. (2017). "Classroom Design" *Proceedings of III TeLeIn2 (Teaching and Learning Innovation Institute) Conference*, pp. 97-101. Leon, Spain: University of Leon.

Lazar, L.D. and Moss, H.K. 2005. "Radio Frequency Identification Technology: What, Why, & How?" *Proceeding of the Southern Association for Information Systems Conference*, pp. 67-71. Savannah, GA: University of Tampa John H. Sykes College of Business.

Moss, H.K., and Lazar, L.D. 2004. "Radio Frequency Identification Technology: Helpful, Hassle, Or Horror?" *Proceedings of the Conference on Immerging Issues in Business and Technology*, pp. 455-458. Myrtle Beach, SC: Western Illinois University.

Moss, H.K., and Patterson, J.W. 2003. "Assessing TOC in the Service Sector" *Decision Sciences Institute 2003 Proceedings* (submission #489 pp 1-6) Washington, D.C.: Decision Sciences Institute.

Moss, H.K., and Little, B. 2003. "Does Company Loyalty Still Matter," *Proceedings of The Conference on Immerging Issues in Business and Technology*, pp. 306-311. Myrtle Beach, SC: Western Illinois University.

### Refereed Conference Abstracts

Troy, M. and Moss, H.K. 2007. "Influence of Step Distance on Knee Joint Angle and Energy Cost During Step Exercise," *Research Quarterly for Exercise and Sport*, 78, 1, A-22. Presented by Maridy Troy at the American Alliance for Health, Physical Education, Recreation, and Dance National Convention & Exposition, Baltimore, MD.

### Presentations / Seminars

2017 Burke, D., Moss, H., TeLeIn2 Conference, "Classroom Design," University of Leon, Leon, Spain. October 19, 2017 – October 20, 2017.

2016 Burke, D., Moss, H., Journal of Legal Studies Education: Quality and Impact," San Juan, Puerto Rico. August 8, 2016 - August 11, 2016.

2014 Collegial Review Roundtable. Panel Discussant. Sponsored by the WCU Coulter Faculty Commons. April 11, 2014. Cullowhee, North Carolina.

- 2013 Living in a Post-Boyer World: Second Generation Challenges in Emerging Scholarships. Panel Discussant. ISSOTL (International Society for the Scholarship of Teaching and Learning) Annual International Meeting. October 4, 2013. Raleigh, North Carolina.
- 2013 Scholarship Matters: 2013 University of Northern Iowa Symposium on Research & Creative Activity. *Minding Your Ps and Qs*. Feb 8, 2013.
- 2012 WCU Boyer Scholarship Retreat. *Panel Discussant: Practicing Boyer*. Feb 25, 2012. Asheville, North Carolina
- 2012 WCU Boyer Scholarship Retreat. *Group Facilitator*. Feb 24-25, 2012. Asheville, North Carolina
- 2011 APICS Southeast District Meeting  
*"APICS CMS and C-BAR: Managing your Chapter"* June 25, 2011.  
Asheville, North Carolina
- 2011 Integrating Boyer into your Institutional Culture: An Executive Retreat.  
*Group Facilitator for Viterbo University*. June 20-22, 2011.  
Asheville, North Carolina
- 2010 Integrating the Boyer Model: An Executive Retreat  
*Panel Discussant: Observations from the College of Business*  
*Presentation: "Quality, Quantity, and Questions: Peer Review and Boyer"*  
September 21, 2010.  
Asheville, North Carolina
- 2008 Carolina Cannbinoid Collaborative Professional Development Workshop  
*"The View of Academic Chemists on Basic Science Contributions to Pharmaceutical Drug Design"* November 2008.  
Williamsburg, Virginia
- 2008 APICS Charlotte Chapter Continuing Education Seminar  
*"Understanding the Bullwhip Effect through the Beer Game"* April 15, 2008  
Mooresville, North Carolina
- 2007 CSCMP (Council of Supply Chain Management Professionals) Charlotte Roundtable, Professional Development Meeting  
*"The Beer Game"* November, 2007.  
Charlotte, North Carolina
- 2007 APICS Asheville Chapter Professional Development Meeting  
*"The Beer Game"* October 18, 2007.  
Asheville, North Carolina
- 2005 APICS Asheville Chapter Professional Development Meeting  
*"RFID—The Basics"*  
Asheville, North Carolina
- 2005 International Academy of Business and Economics  
*"The Service Industry and Improvement Programs"*  
Las Vegas, Nevada
- 2005 Southern Association for Information Systems  
*"Radio Frequency Identification: What, Why and How?"*

Savannah, Georgia

- 2005 Western Carolina University SoTL Faire  
"A Teaching Portfolio: Why Is It Important?"  
Cullowhee, North Carolina
- 2004 Emerging Issues in Business and Technology  
"Radio Frequency Identification Technology: Helpful, Hassle, Or Horror?"  
Myrtle Beach, South Carolina
- 2003 Emerging Issues in Business and Technology  
"Does Company Loyalty Still Matter". Myrtle Beach, South Carolina
- 2003 Western Carolina University Coulter Center Faculty Series on Teaching and Learning  
"Learning What Students are Learning".  
Cullowhee, North Carolina
- 1997 Academy of International Business - Southeast  
"International Capacity Utilization: Implications for the U.S. Airline Industry".  
Atlanta, Georgia
- 1997 Southern Management Association  
Ninth Annual Doctoral Consortium participant. Atlanta, Georgia

### Conferences Attended

- 2018 AACSB International Meeting,  
Honolulu, HI, April 22-24, 2018.
- 2009 International Supply Chain Risk Management Network,  
Lake Junaluska, North Carolina, Oct. 26-27.
- 2004 North Carolina's First Annual Shingo Conference: Lean in North Carolina,  
Asheville, NC. September 8, 2004.

### Impact Indicators

- 2013 Living in a Post-Boyer World: Second Generation Challenges in Emerging Scholarships. Panel Discussant. ISSOTL (International Society for the Scholarship of Teaching and Learning) Annual International Meeting. October 4, 2013. Raleigh, North Carolina.
- Listed on Campus Compact's page "Policies for Encouraging and Assessing Engaged Scholarship in RPT Processes" <http://www.compact.org/initiatives/trucen/trucen-toolkit/policies-for-encouraging-and-assessing-engaged-scholarship-in-rpt-processes/>

### Book Reviews

- 2010 Asheville Citizen Times Book Review "Vested Outsourcing: Five Rules that will Transform Outsourcing" by Kate Vitasek. June 24, 2010.
- 2009 Asheville Citizen Times Book Review "Enough. True Measures of Money, Business and Life" by John C. Bogle. June 29, 2009
- 2007 Asheville Citizen Times Book Review "The Dream Manager" by Matthew Kelly. December 25, 2007



- 2004 Asheville Citizen Times Book Review "When Opposites Dance: Balancing the Manager and the Leader Within" by Roy G. Williams & Terrence E. Deal. March 21, 2004
- 2003 Asheville Citizen Times Book Review "The Haves and the Have Nots: The Abuse of Power and Privilege in the Workplace...And How to Control It" by H. A. Hornstein. March 9, 2003

## **Service Activities**

### **Service to the University**

- Center for the Study of Free Enterprise (CSFE) Advisory Board 2020 – present.
- Chancellor's Distinguished Teaching Award Committee 2019 – present.
- Coulter Faculty Commons Advisory Board, Jan 2017- present.
- Hospitality & Tourism Fundraising Committee, April 2019 – Dec 2019.
- University IT Council, Aug 2018 – Feb 2019.
- Online/Distance Education Taskforce, 2018.
- SSC Campus Specialist, 2015-2017.
- GradesFirst SSC/EAB Leadership Team, April 2015-2017.
- Commencement Logistics Committee 2014-2017.
- Faculty Marshall representing College of Business for 2003-2017.
- Search Committee for Vice Chancellor for Advancement & Alumni Engagement, 2015-2016.
- WCU Works (professional development) Steering Committee, 2015-2016.
- Division of Information Technology Web Portal Working Group, 2015-2016.
- Website Content Governance Committee, 2015-2016.
- Committee on Nominations, Elections and Committees (CONEC), 2014-2016.
- Faculty Activities Database Steering Committee 2013-2015.
- Associate Registrar Search Committee, 2014.
- International Programs and Services Director Search Committee, 2014.
- Commencement Academic Committee 2013-2014.
- Department Head Evaluation Task Force 2013-2014.
- WCU Leadership Academy Steering Committee 2013-2014.
- Graduate School and Research Dean Search Committee Spring 2013.
- Peer Mentor, Faculty Associates for Campus Engagement (FACE) 2012-2013.
- IT Taskforce to Replace WCU Website Content Management System (CMS) 2012-2013.
- Faculty Hearing Committee 2011-2012.
- 2020 Strategic Planning Committee's Community Partnerships Subcommittee 2012.
- Coulter Faculty Commons (CFC) Advisory Board 2010-2013.
- Catamount Academic Tutoring (CAT) Center Advisory Board 2010-2013.
- Scholarship of Teaching and Learning Award Committee 2008-2012.

Chief Faculty Marshall 2006-2007, 2010-2011.  
University Graduation Committee 2005-2007, 2009-2011.  
University QEP Steering Committee 2007-2013.  
Vice-Chief Faculty Marshall 2005-2006, 2009-2010.  
University Liberal Studies (P1) Assessment Team May 2008.  
University Curriculum Committee 2004-2005.  
Faculty Senate Council on Instruction and Curriculum sub-committee on the Evaluation of Teaching at WCU 2003-2005.  
Secretary, Faculty Forum on Student Evaluation of Teaching February 12, 2004.

### **Service to the College**

Secretary of the College of Business Faculty, July 2020 – present.  
Interim School Director, School of Marketing, Entrepreneurship, Sport Management, and Hospitality & Tourism, Feb – June 2019.  
Interim Dean, College of Business, Jan 1 2018- Jan 31, 2019.  
Chair of the College of Business Faculty, 2018.  
Chair, College Collegial Review Committee, 2018.  
Dean's Advisory Committee, 2018.  
College of Business Strategic Planning Committee, 2012-present, Chair 2018.  
College of Business Leadership Group, 2012-present.  
College of Business Website Redesign Team, 2015-2016.  
College of Business Assurance of Learning Committee 2008-2010, 2014-2015.  
College of Business Student Advisor Search Committee, 2014.  
Chair, College of Business Assurance of Learning Committee 2010-2012.  
College of Business Graduate Curriculum Committee 2010-2012, 2014-2015.  
College of Business Undergraduate Curriculum Committee 2010-2012.  
College of Business Technology and Instructional Resources Committee 2009-2010.  
College of Business Dean's Advisory Committee 2009-2010.  
College of Business Pre-Core Working Group 2009-2010.  
College of Business Meritorious Teaching Award Committee 2008-2009.  
College of Business Scholarships and Awards Committee 2005-2009.  
Chair, College of Business Scholarships and Awards Committee 2006-2008.  
Represented College of Business at University "Open Houses" October 25, 2003;  
February 19, 2005; November 11, 2005; February 17, 2007; March 17, 2007;  
February 23, 2008; October 3, 2009; September 15, 2012; February 16, 2013;  
September 14, 2013; November 9, 2013; March 22, 2014; November 22, 2014;  
November 14, 2015; February 20, 2016; November 23, 2019; February 22, 2020.

### **Service to the Department**

Search Committee Member for Fixed-Term Management Faculty, Spring, 2020

Interim Director, School of Marketing, Entrepreneurship, Sport Management and Hospitality & Tourism, Feb-June, 2019.

Director, School of Economics, Management & Project Management 2015-2017.

Chair, Department of Global Management and Strategy, 2012-2014.

Departmental Collegial Review (TPR) Committee 2008-2017.

Departmental Coordinator for Internships/Co-ops 2007-2017.

Departmental QEP Coordinator 2009-2013.

Faculty Recruiter, Admissions Office Liaison, 2006-2008.

Organized and Conducted a Portfolio Information Sessions for Management Majors, April 1, 2008; October, 22, 2008; October 21, 2009; November 3, 2010; November 2, 2011 .

Search Committee for MPM faculty, Summer 2005, Spring 2008.

Assisted in Departmental Search for Management faculty 2005, 2008, 2009-2010.

Represented the Management Department. Major's Fair. Grand Ballroom, University Center, November 2002, October 2003, October 2004, and October 2005.

### **Service to the Profession**

Manager, Corporation for Entrepreneurship and Innovation, Jan 1, 2018- August 2019.

Facilitator for Faculty Retreat: MBA Curriculum Mapping, Tennessee Technological University, May 8, 2018.

Board Member, Asheville-WNC Chapter of APICS, The Association for Operations Management 2005-present. (President 2008-2010; VP for Education, 2005-2008 and 2011-2012; VP for Membership, 2011-2014).

Instructor for APICS CPIM Certification Review Class for Basics of Supply Chain Management, Fall 2010.

Instructor for APICS CPIM Certification Review Class for Strategic Management of Resources, Fall 2008.

Conducted 4-Hour Supply Chain Management Workshop for APICS Charlotte Chapter, April 15, 2008.

Speaker, CSCMP Charlotte Roundtable Professional Development Meeting, November 2, 2007.

Speaker, APICS Asheville Chapter Professional Development Meeting, October 18, 2007.

Reviewer for Production and Operations Management Journal, Fall 2007.

Reviewer for International Association for Business and Economics Journals Summer 2006, Spring 2007, Spring 2008.

Reviewer for Decision Sciences Institute's 2007 Annual Conference.

Instructor for APICS CPIM Certification Review Class for Execution and Control of Operations, Summer 2006

Session Co-Chair for Western Carolina University's SoTL Faire, February 2006.

Speaker, APICS Asheville Chapter Professional Development Meeting, April 19, 2005.

Session Chair for Southern Association for Information Systems 2005 Annual Conference.

Session Chair for Emerging Issues in Business and Technology 2004 Annual Conference.

Reviewer for Decision Sciences Institute's 2004 Annual Conference.

Reviewer for Emerging Issues in Business and Technology 2004 Annual Conference.

Member of Faculty Senate Council on Instruction and Curriculum sub-committee on the Evaluation of Teaching at WCU. 2003-2005

Secretary for the Faculty Forum on Student Evaluation of Teaching, February, 12, 2004.

### **Selected Professional Development Activities**

Participant in WCU's 2014-2015 Leadership Academy, 2014-2015.

Attended Workshop: Redefining Student Success: The Role of Non-Cognitive Skill Development, University of North Carolina System General Administration, Chapel Hill, NC Jan 21-22, 2015.

LEAD:WNC Regional Leaders Summit, Western Carolina University, Nov 11, 2014.

Facilitated Workshop: WCU Summer Institute on Teaching and Learning, "The Flipped Classroom," May 20-22, 2014

Submitted Online Course for External Evaluation (Blackboard Exemplary Course Program). Result: QA 235, Business Statistics, rated: Exemplary. May 2014.

Participant: WCU College of Business Online Course Development Study Group, 2011-2012.

Attended Workshop: SCALE-UP with Dr. Robert Beichner, Nov 11, 2011

Attended Workshop: WCU Leadership Retreat: Realizing Your Potential. May 31, 2011.

Attended Western Carolina University's "Summer Institute on the Scholarship of Teaching and Learning" May 10-12, 2011. Focus Group: Teaching with Toys: Meaningful Learning using Tactile Techniques.

Panel Member: WCU Coulter Faculty Commons sponsored panel on "Women and Full Professorship: Challenges and Choices", March 16, 2011.

Attended Workshop: AACSB Applied Assessment Seminar, January 28-29, 2010.

Attended Workshop: Master Teacher Program, May 6-9, 2008.

Participant in Coulter Faculty Center's Readers Roundtable. Fall 2007. Subject: *Binge: What Your College Student Won't Tell You* by Barrett Seaman.

Attended Faculty Mentoring Workshop presented by Coulter Faculty Center. Fall 2006.

Attended Western Carolina University's "Summer Institute on the Scholarship of Teaching and Learning" May 15-18, 2006. Focus Group: Designing Courses for Significant Student Learning.

Attended "North Carolina's First Annual Shingo Conference: Lean in North Carolina", Asheville, NC. September 8, 2004.

Participant in Western Carolina University's Open Classroom Project. Two classes opened in Fall 2003 and Spring 2004. Three classes opened in Fall 2004 and Spring 2005.

Participant in Coulter Faculty Center's Spring Teach-In, "Writing Across the Curriculum" presented by Barbara Hardie of WCU Writing Center. Western Carolina University. March 15, 2004.

Attended Western Carolina University's "Summer Institute on the Scholarship of Teaching and Learning" June 15-17, 2004. Focus Group: Teaching Portfolios.

Attended Western Carolina University's "Summer Institute on the Scholarship of Teaching and Learning" June 10-13, 2003. Focus Group: Assessing Student Learning in the Classroom.