Daniel J. Mazzola, Ph.D.

W. P. Carey School of Business
Arizona State University
Tempe, AZ 85287-3606
602-432-0984 - dan.mazzola@asu.edu

Education:

Doctorate of Philosophy   Arizona State University, Tempe Arizona, 1995
Computer Information Systems   W. P. Carey School of Business

Master of Science   Arizona State University, Tempe Arizona, 1990
Computer Information Systems   W. P. Carey School of Business

Bachelor of Science   Arizona State University, Tempe Arizona, 1988
Computer Information Systems   W. P. Carey School of Business

Graduate Teaching Experience

- CIS 503: Decision Making with Data Analytics – MBA Evening — S18
- CIS 503: Decision Making with Data Analytics – MBA Online — S19
- CIS 505: Introduction to Business Analytics – MSBA Fulltime — F18
- CIS 505: Introduction to Business Analytics – MSBA Online — S16, S17, S18, F19
- CIS 506: Information Management - MS-ISM Evening — F17, F19, F20, F21, F22
- CIS 593: Business Analytics Applied Project – MSBA Fulltime — S14
- CIS 593: Applied Project – MS-ISM Evening — S14, S20
- CIS 593: Applied Project – MS-ISM Online — F14
- CIS 591: Advanced Java Programming - MS-ISM — Tri-II 97-98, 98-99, 99-00, 00-01, 01-02
- CIS 593: Applied Project with Java - MS-ISM — Tri-III 97-98, 98-99, 99-00, 00-01, 01-02

Undergraduate Teaching Experience

- CIS 405: Business Intelligence – ABDA online — S21, Sum21, F21, S22, S23
- CIS 315: Introduction to Business Data Analytics – BDA Online — Sum17-20
- CIS 394: Web and Mobile Development, with Draper University — F16
- CIS 430: Mobile Platforms for Business — F15, S16, Sum16, F16, S17, Sum17, F17, S18, Sum18, F18, S19, Sum19, F19, S20, F20, S21, F21, S22, F22, S23
- CIS 430: Mobile Platforms for Business Online — F19, Sum20, F20, Sum21, F21, Sum22, F22
- CIS 430: Network and Distributed Systems — F12, S13, F13, F14, F15, S15
- CIS 494: Intro to Linux — F03, S04, F04, F05, F06, S07, S08, S09 S10, S12, S13, S14, F15, S15, S16
- CST 433/598: Database Technology@ ASU Polytechnic — F08
- CIS 498: Introduction to Java — S97
- CIS 430/530: Distributed Systems: Networking/UNIX/RPC — S94
- CIS 335: Computer Information Systems II: COBOL/JCL — F91, S92, S93
- CIS 235: Computer Information Systems I: COBOL/VMS — F90, S91

Academic Publications:

Chris Maurer, Mary Sumner, Dan Mazzola, Keri Pearlson, and Tim Jacks. 2021. The Cybersecurity Skills Survey: Response to the 2020 SIM IT Trends and Issues Study. In *Proceedings of the 2021 Computers and People Research Conference* (SIGMIS-CPR '21), June 30, 2021, Virtual Event, Germany, 3 pages. https://doi.org/10.1145/3458026.3462153

Mazzola, Daniel, St. Louis, Robert, Tanniru, Mohan, "The Path to the Top: Insights from Career Histories of Top CIO's", *Communications of the ACM,* 60:3 (March 2017): 60-68.

Kettles, Degan, Kulkarni, Uday, Mazzola, Daniel, and St. Louis, Robert, "Overcoming Challenges to Effective Application of IT Research Results: A Framework for Encapsulating the Context and Findings of Research Studies", *Proceedings of the 50th Hawaii International Conference on System Sciences (HICSS)*, January 3-7, 2017, http://hdl.handle.net/10125/41282, 2017, (pp. 1093-1102).

Mazzola, D., Kanat, I., Goul, M., (2012) "How Do We Fix an App Like That?", *Proceedings of the Business Intelligence Congress Three*, 1-8.

Moser, K., Mazzola, D., Keim, R., Philippakis, A., (1991) "Modeling the Information Systems Architecture: An Object-Oriented Approach", *Twenty-Fourth Hawaii International Conference on System Sciences*, (4) 83-92.

Academic White Papers and Case Studies

Chen, Pei-yu, Benjamin, Victor, Mazzola, Daniel, "Enhancing Decision Making and Unleashing Value via AI", W. P. Carey Dean's Council White Paper, Oct 27, 2021

Mazzola, Daniel, "Glassdoor: Leadership During a Pandemic", Graduate Case Study with Teaching Notes, for W. P. Carey, MS Information Systems Management Program Kickoff, August 2020.

Professional White Papers

Mazzola, D. J., Jarvis, D. E., Glen, S., Mello, J., & Sproat, S. (2022). BearingPoint 2022 U.S. Technology Trends (p. 9). BearingPoint. URL

Academic Presentations:

"Overcoming Challenges to Effective Application of IT Research Results: A Framework for Encapsulating the Context and Findings of Research Studies", *Hawaii International Conference on System Sciences (HICSS)*, January 4, 2017

"The Design, Development and Validation of Complex Knowledge-based Systems", Session Discussant, *Decision Sciences Institute*, San Francisco, November 1992.

"Group Awareness as a Strategy for Effective Decision Making in ODSS", *ORSA/TIMS Joint National Meeting*, Phoenix, November 2nd, 1993.

"The Effect of Communication, Coordination, and Control Strategies in Distributed Group Decision Making Environments", 24th *Annual Meeting of the Decision Sciences Institute*, Washington DC, November 22nd, 1993.

Industry Presentations:

"Cyber Tech Talent: Challenges and Opportunities", with Chester Qualls, November Meeting of the Phoenix ISACA, November 4th[th], 2021, Tempe AZ.

"Tech Talent: Challenges and Opportunities", with Raghu Santanam, Chester Qualls, David Jarvis, SIM Arizona Keynote, Society of Information Management, October 20th, 2021, Phoenix AZ.

"CIO's Are No Longer Coming From IT: What is Driving this Trend", with Mark Taylor, SIM President, Deegan Kettles, BYU, Chris Maurer, University of Virginia, SIM Arizona Keynote, Society of Information Management, March 17, 2021, Tempe AZ

"BeCyberSmart: Knowledge and Skills", with Thomas Kaczmareck, Marquette Univ., Chris Maurer, University of Virginia, Cybersecurity Awareness Month 2020, Marquette University, October 9th, 2020 (Virtual event).

"Exploring Executive Resources and Higher Ed Programs", with Douglas Gurthrie, ASU Thunderbird, SIM Arizona Keynote, Society of Information Management, August 2020, Tempe AZ

"Towers and Trenches: Does Research Hold the Keys to the C-Suite", with Robert St. Louis, SIM Arizona Keynote, Society of Information Management, January 2020, Tempe AZ

Research in Progress

- ACM SIG MIS Conference, June 2023 Panel Proposal submission: "Real-world" Projects: Success Factors, Lessons Learned and Best Practices.

- Comparing Career Paths of CIOs to the rest of the CxOs in the Fortune 500. We have collected a unique dataset, the complete LinkedIn profiles of all CxOs in the Fortune 500 and are doing research looking at comparison and contrasts on careers. The goal is to shed light on improving and extending the influence and impact of CIOs on the organization. Submitted for review.

- A nationwide survey of Cybersecurity practitioners on the skills and talents required for Cybersecurity careers.

- The impact of AI on traditional Information Systems curriculum. What do educators need to do different when AI will write code? How will we need to alter educational goals, curriculum, and directives? Perhaps focus on developing talent that can orchestrate AI components, understand the assumptions of AI models, and ensure the ethical use of such tools.

- Developed a proposal for ACM SIG MIS on best practices for applied projects, under the research arm of SIM National with a group of SIM Academic team members.

Academic and Industry Experience:

W. P. Carey School of Business, ASU –Clinical Professor	*August 2022 to present*
W. P. Carey School of Business, ASU – Associate Clinical Professor	*August 2018 to July 2022*
W. P. Carey School of Business, ASU – Assistant Clinical Professor	*August 2012 to July 2018*

Responsibilities

- Perform the duties of a Full Clinical Professor for the Information Systems Department in the areas of *teaching*, *service,* and *research*.
  - Teaching, development, and evaluation of courses and academic programs.
  - Service to the University, School, and Department via committee assignments, mentoring, recruiting, placement, alumni relationships, boards and club support.
  - Research, publishing, and engagement in professional associations and activities.

Accomplishments: Teaching

- Nominated for the Huizingh Award for Undergraduate Service to Students, March 2022
- Awarded to Dean's List for Teaching Impact 19-20, May 2020
- Nominated 'Business is Personal' Inclusive Teaching Award, W.P. Carey, Feb 2020
- Undergraduate Teaching Award in Information Systems, 2017-2018
- Created a new course, CIS 430: The Mobile Enterprise. Course content was designed to build core competencies on foundational technology, develop the mobile paradigm with prototyping tools, engaging students in the requirements for responsive design principles, moving toward hybrid development techniques, application of social and web-based API's and developing an applied project to culminate in a practical outcome.
- Created online version of CIS 430
- Developed CIS 394: Web and Mobile App Development for non-IT majors part of the inaugural Draper/ASU Entrepreneurial Program.
- Co-lead and developed the inaugural CIS 593 Applied Projects course for the Master's of Science in Business Analytics (MSBA) cohort 2013-2014. Recruited seven prominent organizations as team project sponsors. Students applied Business Analytics skills to solve real world problems in diverse industries: utilities, non-profit, education, and IT.
- Co-lead the Online Master of Science in Information Management (MS-ISM) CIS 593 Applied Project August 2013-2014 cohort.
- Instructor and coordinator for CIS 430 Networks and Distributed Systems F12 - Present.
- Substantial redesign of previous CIS 430 course. Network Models, TCP/IP Stack, modern switches, routers, routing protocols. Network application development with Ruby and Socket API, F12.
- Instructor for CIS 494: Introduction to Unix. In Spring 13, created new Linux platform for teaching purposes using Debian Linux and current software methods. Built physical server with maximal redundancy, RAID, security, backup, redundant power, etc. Converted all materials to bash(1) from ksh(1).
- Mentored students in career opportunities, growth, internships, and interviewing skills tailored to the Information Technology sector.

Accomplishments: Service

- Invited to serve on the Professional MBA Programs Task Force Fall/Spring 22/23.
- Selected to hiring committee for Asst. Director of Intl. Programs, W. P. Carey Career Management and Employer Engagement team.
- Awarded Outstanding Service to the Information Systems Department for Academic Year 2021-2022
- Proposed and lead small taskforce of faculty looking into the impact of AI on our courses, programs, and the future workforce development needs. The goal is to prosper in the future of AI, not linger in the effects on traditional technology instruction that may become obsolete or replaced with low-code/no-code environments.
- As team member of DISPAT, developed a department wide teaching rubric for faculty evaluations and was part of the team that got the rubric adopted by faculty, Fall 2019.
- $15,000 Target Foundation: Tracking Clothing Usage with IoT, December 2018
- $10,000 State Farm Creating IoT Platform for the future, October 2018
- $20,000 State Farm Good Neighbor Citizen Gift to further the advancement of information technology in the greater Phoenix area, December 2014

- Submitted proposals on four additional Grants totaling 200,000
- Elected Education Director on the Society of Information Management Board 2019
- Appointed to two terms on Information Technology Authorization Committee (ITAC) by Governor and State CIO of Arizona
- Mentored teams that participated in the Avnet Tech Games scholastic competition.
- Honors Faculty: I have been Thesis Chair twice, 2nd Reader four times, completed 12 Enrichment contracts
- Faculty Advisor for an MS-ISM CIS 593 Applied Projects course team.
- Serve on the Undergraduate Program Committee as member and co-Chair assisting with the course evaluation, transition, and improvement
- Serve on the IS Department Executive Advisory Board Committee for the past 5 years.
- Elected to the Department's Personnel Committee multiple times
- FIRST Robotics – K-12 STEM Programs – Recruiting to IS Major

Accomplishments: Research

- Keynote Address, "Exploring Executive Resources and Higher Ed Programs", with Douglas Gurthrie, SIM Arizona Keynote, Society of Information Management, August 2020, Tempe AZ
- Keynote Address, "Towers and Trenches: Does Research Hold the Keys to the C-Suite", with Robert St. Louis, SIM Arizona Keynote, Society of Information Management, January 2020, Tempe AZ
- "The Path to the Top – An Inductive Analysis of CIO Career Histories" submitted for publication in the *Communications of the ACM*. St. Louis and Tanniru are co-authors. Forthcoming.
- Reviewed article for the *Decision Sciences Journal of Innovative Education*. Fall 14
- Co-Authored and published a teaching case, teaching note, tutorial and data sets for Business Intelligence Congress 3.
- Attended the Thirty-Third Intl. Conference on Information Systems, Orlando, 2012.
- Moderated an executive panel presentation on "Bring Your Own Device" policies, the opportunities, and risks, CIO Executive Summit, Scottsdale, Arizona, 2012.
- Contributed to four KnowIT Articles including "*BYOD: Bring Your Own Device or Breach Your Own Data?*", KnowIT January 2013.

W. P. Carey School of Business, ASU – MS-ISM Director   *August 2020 to Present*

Responsibilities: Director, Master of Science – Information Systems Management Programs

- Annually reviewing the syllabi, teaching evaluations, design/content, and grade distributions for every course
- Annually reviewing the design, content of every course to include learning materials, grading components, thematic relevance across the program and aged content.
- Conducting formal and informal program-level assessment, including the Assurance of Learning process, ensuring that annual assessment goal reports are shared with unit and program leadership as well as with Master's Committee as part of annual curricular QA processes. FD also oversees effective implementation of recommended changes.
- Completing annual reporting on overall performance, including graduating student exit surveys, course and teaching faculty performance, employment outcomes, and other areas

as required; therein suggests to program leadership curricular and program adjustments based upon program performance.

- Advising continuing and new faculty teaching in the program on proposed curriculum changes in terms of content and approach.
- The competitive advantage of the program and success in the marketplace for students.
- A partner to the admissions, student services and career staff supporting the program.

Accomplishments: Director, Master of Science – Information Systems Management Programs

- Recruiting visit to BYU for MS-ISM student enrollment
- Led the growth of a second cohort – a day cohort for early career, and an evening executive MIS-ISM cohort
- Successfully led the 2020/2021 cohort during the global Pandemic
- Assist in development of delivery methodologies (ASU Sync) appropriate for our students
- Coordinating with launch of Continuing Professional Education (CPE) initiative
- Spearheading more effective team learning by developing systems to support program wide rollouts of Peer Evaluations and feedback surveys (e.g., 360 feedback)
- MS-ISM ranked number 7 by US News and World Report for 2021

W. P. Carey School of Business, ASU – CABIT Director   **August 2012 to May 2014**

Responsibilities: Director, Center for Advancing Business with Information Technology (CABIT)

- Developing and validating the mission, vision, and strategy for CABIT, the Center for the Advancement of Business through Information Technology.
- Use CABIT as a service platform for the School, Department, Faculty, Scholars, Alumni, and Industry.
- Elevating the brand awareness and value impact of CABIT to the community.

Accomplishments: CABIT Director

- Developed and presented a formal business model proposal to the faculty and staff for consideration and feedback.
- Presented our proposed strategic plan to the departments Executive Advisory Board
- Secured donation of two Enterprise Servers from Choice Hotels International for use in instructional teaching and research.
- Represented the department with Greater Phoenix Economic Council in attracting three new companies to the area and promoting our academic programs and graduates.
- CABIT hosted the CIO Executive Summit in Scottsdale Arizona, 2012 and 2013
- Contributed to four KnowIT articles
- Represent CABIT at the Society for Information Management (SIM) as a member and as the Academic Liaison on the Education Committee.
- Serve as Executive Board Member Emeritus for the Arizona Technology Council and participate on the Workforce Development and Education Committee.
- Engaged with the Phoenix ISACA Chapter on Information Security Information Systems audit and control topics.
- Represented CABIT at the Governor's Celebration of Innovation 2012 and 2013 sharing the mission and vision
- Advancing the business model for CABIT with the Center for Executive Education

Datalink - Solutions Architect – Virtualization & Consolidation ***January 2010 to August 2012***

Responsibilities

- Evangelize the Cloud computing vision and enabling technologies to ensure IT organizations can deliver virtualized compute, network, storage, and recovery services to an ever demanding and enabled client base.
- Pre-sales account team member responsible for all aspects of the technical sales process: identifying opportunities, uncovering business and technical requirements, creating and proposing the best solution, and driving the value proposition to win the business.
- Create and maintain relationships with key customer stakeholders, and OEM contacts.
- Lead the technical sales effort to assist and influence customers in analyzing their current I/T needs and planning for their future needs. Aim to provide a value-added consultation to customers as a trusted advisor.

Accomplishments

- Developed technical and business value knowledge of a spectrum of solutions vendors that enable cloud computing. Grew in experience, and certifications for products from NetApp, Cisco, VMware, NetApp, Symantec, HP, Dell, Quantum, and EMC.
- Developed solutions and their value as they relate to the customer's infrastructure, operational and organizational environments.
- Advanced sales strategies, participated in customer account planning and supporting sales efforts including, briefings, positioning solutions vs. competition, technical and business value propositions, and creation of financial justifications.
- Awarded the 2012 President's Club designation for excellence in Engineering and sales.

Applied Computer Solutions – Senior Engineer ***January 2009 to January 2010***

Responsibilities

- Provide pre-sales technical promotion and support for enterprises seeking to employ computer technologies for their competitive advantage.
- Develop and present strategic presentations on existing and emerging technologies to assist enterprises achieve their IT objectives.
- Architect, design, and integrate compute, storage, networking, and consolidation solutions in competitive sales environments.

Accomplishments

- Developed deep knowledge of disk storage technologies with Certifications from NetApp and the Highest Certification from EMC – the EMC Technical Architect.
- Continued to develop solutions architectures for clients using the Information Technology Infrastructure Library (ITIL version 3) certification.
- Greatly expanded the companies Arizona sales and margin, captured new clients, and guided existing clients through the turbulent technology economy.

Sun Microsystems – Sales Representative ***October 2007 to November 2008***

Responsibilities

- Stewardship of technology sales in Arizona and goaled to grow the business by 10% in both new accounts and existing strategic customer segments.

- Engage with client executives (CTO/CIO/CFO) and earn the trusted adviser role. Grow the Sun Microsystem brand and mind share with marketing and evangelism campaigns.
- Delivered accurate, timely and consistent business forecasts with documented strategic plans to ensure goal attainment.

Accomplishments

- Aggressive engagement of the market, resulting in 15 new and recaptured accounts, wins in multi-year ERP rollouts, platform standards. The Tucson market was redeveloped resulting in $2.5M in new revenue.
- Teamed with marketing and held demand generation events with the Arizona Technology Council, Executive dinner events, and other partners.
- Fiscal 2009 first quarter finished at 175% of plan, with a forecast at 127% of goal for the 2nd quarter. Fiscal 2008 was completed at 135% over 2007.

Sun Microsystems – Systems Engineer December 1995 to October 2007

Responsibilities

- Provide pre-sales technical leadership and support for enterprises seeking to employ information technologies for their competitive advantage.
- Create and lead virtual teams in the collection of customer requirements and strategic goals in order to create solutions that match business needs.
- Develop and present strategic presentations of existing and emerging technologies and architectures to technical staff and customer executives.
- Architect, design, and configure systems for the benchmarking and evaluation of products in competitive sales environments.
- Evangelize Sun technologies in the Arizona technical community.

Accomplishments

- Consistently deliver strategic wins by providing value and teaming with both the customer and the entire virtual sales organization by understanding the role of technical marketing and continuously improving upon sales and marketing techniques.
- Demonstrated Technical Project Management of virtual teams. Requires understanding customer needs, researching technical solutions, identification of scope, activity, resource requirements, deliverables, dependencies, and the identification of risk.
- Developed and delivered hundreds of technical sales and marketing presentations across the Sun product line. Have developed specific expertise in the area of sizing, consolidation, and financial modeling of computing resources.
- Successfully led and coordinated with other team members to secure strategic benchmarking wins in highly competitive sales environments.
- Earned the Sunrise Club: Excellence in Engineering Award in '97, '01, '03, and '05.

W. P. Carey School of Business, ASU - Adjunct Professor January 1997 to May 2012

Responsibilities

- Design, development and instruction of courses on Database Systems, Java Programming, UNIX Operating Systems, and Applied Projects to both undergraduate and graduate scholars.
- Promote the developing careers and placement of graduating scholars into the business and academic community.

- Promote the School and department in the business community

Accomplishments

- Have exposed Sun Microsystems technologies such as Solaris, and Java to students over the past decade. "CIS 494: Introduction to Unix" is consistently a top ranked class for the department.
- Delivered Introduction to Database Systems (CST 433/598) to graduate and undergraduates using MySQL and Solaris hosted on Sun Microsystems servers.
- Delivered introductory (CIS 494), advanced (CIS 591) and applied project (CIS 593) courses on Java technologies. Engaged students directly with local organization to work side by side on real world applications to gain experience and job placement skills.
- Assisted in the placement of hundreds of students in the IT industry. Personally engaged in internships, coaching, and presented job placement seminars.

Lucent Technologies – Architecture and Planning   **July 1995 to December 1995**

Responsibilities

- Provide technical design, system architecture, and process planning support to the IT department supporting over 1,000 end user systems and servers.
- Integrate ideas and demonstrate technical leadership in the delivery of new technologies to the IT organization and it's customers.
- Provide technical and educational support for planning, administration, and technical users of distributed heterogeneous computing environments.

Accomplishments

- Design and development of a migration plan to convert 600+ Sun and HP Workstations from AFS to ONC+ based technologies (NFSv3 and NIS+).
- Development, configuration, and implementation of operating system installation utilizing jumpstart software that enabled the automation of the upgrade and installation process for the UNIX workstation environment.
- Co-Developed and delivered courses on Solaris, Common Desktop Environment (CDE), Jumpstart, and Solaris Systems Administration.

Paranet Inc. – Senior Administrator and Educator   **December 1994 to July 1995**

Responsibilities

- Network System Administration solutions and consulting services to IT organizations.
- Deliver technology instruction and course materials related to large scale workstation environments.
- Assist IT organizations develop standardized computing environments that are easy to manage and flexible enough to deliver in large scale.

Accomplishments

- Supported and assisted in the management of multi-vendor distributed computing environments by integrating hardware, software, networks and people.
- Developed and presented courses designed to transition Apollo system users to an environment consisting of Sun Microsystems workstations, Solaris 2.x, COSE Desktop X Window software, and the Andrew File System (AFS).

- Designed and implemented end-user account standards with integration to a uniform corporate wide desktop configuration.

DevTech Associates – Integration and Training   *December 1991 to October 1994*

Responsibilities

- The integration of systems, software, training and consulting to facilitate the introduction of new technologies to clients.
- The design, development, installation, configuration and integration of distributed UNIX system to assist IT organization to achieve a competitive advantage.
- The development, customization, and presentation of computer training courses.

Accomplishments

- Designed, installed, configured and managed the integration of network UNIX systems. Networks ranged from size nodes to a 600 node server and client network distributed across seven sites and five states.
- Developed and presented courses on SunOS, Solaris, Unix Systems Administration, Distributed Systems Design, X Window, Shell Programming, Text processing using sed and awk, and Desktop Publishing using FrameMaker.

Arizona State University – Graduate Associate   *August 1990 – May 1994*

Responsibilities

- The development and presentation of undergraduate and graduate course for the department of Information Systems in the W. P. Carey School of Business.
- Designing, installing, and maintaining UNIX computer networks to support education and research for use by department faculty and students.
- Refreshing and creation of new course materials, syllabi, exams, homework, and grading criteria to ensure relevance to business needs of IT.

Accomplishments

- Developed and instructed new courses for graduate students introducing UNIX and networking (CIS 430/CIS 530). Topics included introduction to UNIX (Solaris and HP-UX), virtual and network file systems, remote procedure call programming in C using RPC, X Window, TCP/IP networking, Shell programming, distributed processing and client/server models for internetworking.
- Designed, installed, configured, and maintained two UNIX networks: a classroom/lab comprised of HP workstations and thin clients, and a research lab comprised of Sun/HP and thin clients.
- Received an award for exceptional contributions in CIS instructional programs.
- Instructed two semesters of Computer Information Systems I (CIS 235) and two semesters of Computer Information Systems II (CIS 335), which covered advanced COBOL, file handling techniques, IBM JCL, and Systems Analysis and Design concepts.

Concepts in Computer Training – Instructor/Consultant   *June 1990 – December 1991*

Responsibilities

- The development, and delivery of UNIX, DOS, and Microsoft Windows training courses.
- The design, architecture, and maintenance of UNIX and DOS based classroom computer networks.

Accomplishments

- Developed and presented course in SunOS (Solaris), INGRES Relations Database System, X Window, and Shell programming.
- Developed a shell wrapper application to interface with mission critical application to load fuel rods into the nuclear reactors at Palo Verde Nuclear Generating Station.

Today's Patio – Systems Analyst   **May 1980 – March 1990**

Responsibilities

- Systems, Database, and Network Administration.
- Programmer/Analyst for custom applications and maintenance of accounting systems
- Retail Store, Warehouse operations, and customer support.

Accomplishments

- Developed critical applications and managed conversion from manual to computerized inventory and accounting systems.
- Designed and developed automated billing system for commercial accounts.
- Delivered customer service, pool water testing, pool equipment repairs and advice.

Honors and Awards:

Outstanding Service in the Information Systems Department	May 2022
Awarded to Dean's List for Teaching Impact 19-20	May 2020
Nominated 'Business is Personal' Inclusive Teaching Award, W.P. Carey	Feb 2020
Undergraduate Teaching Award in Information Systems, 2017-2018	Dec 2018
BSA Scouts, 'Sparkplug' Award, Lost Dutchman District, AZ	Nov 2018
Governor's Information Technology Authorization Committee	Jan 2014
President's Club – Excellence in Engineering Award, Datalink, Inc.	Jan 2012
Sunrise Club - Excellence in Engineering Award, Sun Microsystems	'97, '01, '03, '05
Teaching Excellence Award in Decision and Information Systems	May 1994
Award for Exceptional Contributions in CIS Instructional Programs	December 1993
Accepted to the Decision Sciences Institute Doctoral Consortium	February 1993

Academic Service:

Department Technology Committee Chair	AY 19-20, 20-21
Department Undergraduate Committee Co-Chair	AY 17-18, 18-19
WPC Undergraduate Committee	AY 17-18, 18-19, 19-20, 20-21
Department Personnel Committee, elected (DISPAT)	AY12 to AY14, AY 19-20, 20-21
Department Masters Programs	F14 to Present
Department Executive Advisory Board	F12 to Present
University Corporate Engagement Council, OKED/Economic Affairs	F13 to S15
Department CABIT Committee	F12 to S14
School Center Directors	F12 to S14
School Corporate Relations Committee	F12 to S14
Department Executive Education	F13 to S14
Department Undergraduate Programs	F12 to Present

Professional Associations:

- Association for Information Systems (AIS)   2012 to Present
- Society for Information Management (SIM)   2012 to Present
- Board Member, SIM Az, Director of Education   2019 to present
- Emeritus Board Member for the Arizona Technology Council   2010 to Present
- Executive Board Member for the Arizona Technology Council   2006-2010
- Member of the Board for the Arizona Technology Council   2004-2006
- Co-Chair of the Workforce Dev. & Education Committee @ AZ Tech. Council   2007-2009
- FIRST Robotics Arizona Regional Championships Judge   2004 to Present
- Founder, the Phoenix Wireless User's Group   November 2000
- Founder of The Phoenix Java User's Group and AZ SAGE   November 1997
- Founder, Arizona Systems Administration Guild, Arizona SAGE   May 1995
- Alpha Iota Delta, the national honor society of Decision Sciences   1995
- Member of Association for Computing Machinery, ACM   1995-Present
- Member of Decision Sciences Institute, DSI   1995

Certification and Training Highlights:

- AWS Academy Graduate - AWS Academy Cloud Foundations   July 2021
- ASU Master Class for Online Education   Feb 2020
- AWS Certified Associate Architect   April 2019
- Harvard Online Case Based Teaching   October 2018
- W. P. Carey Faculty Certification Program: Delivering Online Courses   October 2014
- Collaborative Institutional Training Initiative (CITI) Certification   May 2014
- Oracle SPARC T4 Servers Pre-Sales Specialist   June 2012
- Oracle SPARC T4 Servers Sales Specialist   June 2012
- VMware vSphere 5; Install, Configure, Manage   February 2012
- NetApp Advanced Hands-On Workshop   September 2011
- Cisco, VMware, NetApp: Architecting and Designing Flexpod for VMware   August 2011
- Oracle Exadata 11g Certified Implementation Specialist   April 2011
- NetApp Hardware Installation Fundamentals   February 2011
- Oracle Exadata 11g Sales Specialist   February 2011
- Oracle Exadata 11g Pre-Sales Specialist   February 2011
- Oracle Enterprise Linux Sales Specialist   February 2011
- Oracle Enterprise Linux Pre-Sales Specialist   February 2011
- Oracle Database 11g Performance Tuning Sales Specialist   February 2011
- Oracle Database 11g Performance Tuning Pre-Sales Specialist   February 2011
- Data Warehousing 11gR2 Sales Specialist   February 2011
- Data Warehousing 11gR2 Pre-Sales Specialist   February 2011
- Oracle Real Application Clusters 11g Sales Specialist   February 2011
- Oracle Real Application Clusters 11g Pre-Sales Specialist   February 2011
- Oracle Database 11g Sales Specialist   February 2011
- Oracle Database 11g Pre-Sales Specialist   February 2011
- Oracle Solaris Pre-Sales Specialist   January 2011
- Sun SPARC Enterprise T-Series Servers Pre-Sales Specialist   January 2011

- Sun SPARC Enterprise Server Sales Specialist   December 2010
- NetApp Accredited Storage Architect Professional (ASAP) Certificate   December 2010
- NetApp Certified Data Management Administrator (NCDA) Certificate   November 2010
- VMware vSphere 4.1 Training   September 2010
- Cisco UCS Training   August 2010
- NetApp Accredited Storage Architect Professional Training course   March 2010
- EMC Technology Architect (EMCTA)   October 2009
- NetApp Data ONTAP Fundamentals Training   June 2009
- ITIL Version 3 Foundations Certification   March 2009
- Sun Microsystems, Solaris 10 for Experienced System Administrators   August 2005
- Sun Microsystems, Architecture Basics   October 2004
- Knowledge Advantage Certification   September 2004
- Sun Microsystems, Data Center Summit Training   November 2003
- Super Computing 2003 Conference   October 2003
- Sun Microsystems, Immersion Week Training   October 2003
- Adversity Quotient Training   May 2003
- Heiman-Miller/Symphony Sales Training   December 2002
- Sales Negotiations - A Counterintuitive Approach   April 2002
- Sun Microsystems, Sun Fire Mid-Frame Server Applied System Training   January 2001
- 7 Habits of Highly Effective People   May 2000
- Sun Microsystems ES-400, Enterprise 10000 Administration   August 1999
- Sun Certified Java Programmer   June 1998
- Sun Certified Level 2000 Competency   December 1997
- Sun System Administration Competency - Level I & II   November 1997
- Power Based Selling Strategies   December 1996
- Sun Microsystems SA-356, SPARC-cluster HA System Administration   March 1996
- Sun Certified Level 1500 Competency   April 1994
- Sun Certified Level 1000 Competency   March 1994
- Sun Microsystems, SM-230, SPARC Multi-Processor Maintenance   March 1994
- Sun Microsystems, SA-271, SunOS 4.X to Solaris 2.0 System Administration February 1994
- Sun Microsystems, SA-270, Solaris 2.0 System Administration   May 1993

Technical Skill Highlights:

- Systems Architecture and configuration, benchmark design, performance sizing and tuning
- Financial analysis for technical proposals including ROI, Leasing, power, space, cooling
- Technical communication skills, both oral and written with an emphasis on education
- Cloud computing environments, software, hardware, network, and process
- Business Apps: ERP, SAP, Oracle Financials, I2, BI, DW, Web, J2EE, DBMS
- Sun Microsystems (SPARC & x86), CMT, SMP, Blades
- EMC Storage and VMware software technologies
- Engineered Solutions: VBlock, FlexPod, Exadata, Exalogic
- Cisco Networking and Unified Computing technologies
- NetApp Storage, operating environments for mission critical clusters and family software
- Solaris, OpenSolaris. ZFS, Virtualization, Java, C/C++, SQL, MySQL

- Storage, Open and Proprietary, virtualization, optimization, NAS/SAN/DAS, Multivendor
- Ruby, JavaScript, Java, C, C++, SQL, HTML, sed, awk, shell scripting, LISP, Pascal, FORTRAN, COBOL
- Web Scraping, CSS, Nokogiri, Mechanise, LinkedIn API development
- HTML 5, CSS3, JavaScript, Node.js
- MySQL Server/Client, EazyBI, Tableau, IBM Cognos
- Mobile Development: Apache Cordova/Phonegap, MIT App Inventor
- API's: LinkedIn, Google Maps, Strava, Smoothie Charts, MySQL