

Daniel J. Mazzola, PhD

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

Education:

Doctorate of Philosophy Computer Information Systems	Arizona State University, Tempe Arizona, 1995 W. P. Carey School of Business
Master of Science Computer Information Systems	Arizona State University, Tempe Arizona, 1990 W. P. Carey School of Business
Bachelor of Science Computer Information Systems	Arizona State University, Tempe Arizona, 1988 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, F23, F24, F25
• CIS 580: Practicum – MS-ISM Evening	F25, S26
• 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 425: Enterprise Web Development	S24, F24, S25, F25
• CIS 425: Enterprise Web Development online	F25
• 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, F23, S24
• CIS 430: Mobile Platforms for Business Online	F19, Sum20, F20, Sum21, F21, Sum22, F22, Sum 22, Fall 23, Sum23, Sum24, Spr25
• 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

Scholarship and Publications

Journal Articles

- Richardson, B., Kettles, D., Mazzola, D. J., & Li, J. (2024). Career Trajectory Analysis of Fortune 500 CIOs: A LinkedIn Perspective. *Communications of the Association for Information Systems*, 55. <https://aisel.aisnet.org/cais/vol55/iss1/25/>
- Mazzola, D. J., Kettles, D., & Richardson, B. (2024). The Path to Becoming a Fortune 500 CIO. *MIS Quarterly Executive*, 23. <https://aisel.aisnet.org/misqe/vol23/iss2/8>
- Mazzola, D. J., Louis, R., & Tanniru, M. R. (2017). The path to the top: insights from career histories of top CIOs. *Communications of the ACM*, 60, 60–68.

Conference Proceedings

- Cazier, J. A., Mazzola, D. & Gade, G. (2025). Developing strategic decision-makers for the AI era: Lessons from a leadership simulation workshop. *Proceedings of the INFORMS Annual Meeting*.
- Reddy, G., Cazier, J. A., & Mazzola, D., (2025). Adapting in the age of AI: Using simulation exercises to grow higher-order skills. *INFORMS Business Analytics+ Conference*.
- Mazzola, D. J., Sumner, M., Norwood, D., Kettles, D., Wu, W., Jain, R., & Raisinghani, M. (2024). A Principal-Agent Theory Perspective for Real-World MIS Projects. In *AMCIS 2024 Proceedings*. [Award: Best Paper Nominee, Top 25% Paper]
- Mazzola, D. J. (2024). Problem-Based Learning Projects in the MIS Program. In *30th Americas Conference on Information Systems (AMCIS 2024)*. https://api.elsevier.com/content/abstract/scopus_id/85213031761
- Mazzola, D. J., & Kettles, D. (2024). Becoming a CIO in the Fortune 500, Trends and Executive Insights. In *Association of Business Information Systems 2024 Refereed Proceedings Federation of Business Disciplines April 2024 Galveston, Texas*. <http://www.abis-fbd.org/wp-content/uploads/2024/06/2024-ABIS-full-proceedings.pdf>
- Mazzola, D. J., & Kettles, D. (2024). Neurodiversity among high performing IS students, findings and implications for education. In *Association of Business Information Systems 2024 Refereed Proceedings Federation Of Business Disciplines April 2024 Galveston, Texas*. <http://www.abis-fbd.org/wp-content/uploads/2024/06/2024-ABIS-full-proceedings.pdf>
- Mazzola, D. J., Sumner, M., Pearlson, K., & Maurer, C. (2023). What Technical and Professional Skills are Needed for Cybersecurity Roles. In *Proceedings of the 18th Pre-ICIS Workshop on Information Security and Privacy*. [Conference Location: Hyderabad, India] [Conference Papers: Refereed]
- Mazzola, D. J., Sumner, M., Kettles, D., McLean, E., Raisinghani, M., & Wu, W. (2023). Panel: “Real-world” Projects: Success Factors, Lessons Learned and Best Practices. In *ACM SIGMIS Computers and People Research Conference 2023*. ACM.

<https://dl.acm.org/doi/10.1145/3579168.3632632>

Mazzola, D. J., Richardson, B., & Kettles, D. (2023). Charting a Course to the Top: Insights from the Fortune 500 CIOs and How They Differ from Other C-Suite Executives. In *ACM SIGMIS Computers and People Research Conference 2023*. Pomona, CA, USA: ACM.

<https://doi.org/10.1145/3579168.3632730>

Mazzola, D. J., Kettles, D., Sumner, M., Raisinghani, M., McLean, E., & Wu, W. (2023). Key Success Factors for “Real World” Projects: A Principal-Agency Theory Perspective. In *ACM SIGMIS Computers and People Research Conference 2023*. ACM.

<https://dl.acm.org/doi/10.1145/3579168.3632736>

Mazzola, D. J., Pearlson, K., Sumner, M., Kaczmarek, T., & Jacks, T. (2021). The Cybersecurity Skills Survey: Response to the 2020 SIM IT Trends and Issues Study. In *ACM SIGMIS Computers and People Research Conference 2021*. ACM. [Conference Papers: Refereed] [Conference Type: Annual Academic Conference] [Peer review: Yes, peer reviewed] [Subjects: Cybersecurity Skills]

Louis, R. D. S., Mazzola, Kettles, & Kulkarni, U. R. (2017). Overcoming Challenges to Effective Application of IT Research Results: A Framework for Encapsulating the Context and Findings of Research Studies. In *Proceedings of the 50th Hawaii International Conference on System Sciences*. [Conference Papers: Refereed] [Conference Support: Unit] [Conference Type: Annual Academic Conference] [Peer review: Yes, peer reviewed]

Mazzola, D. J., I, K., & Michael, G. (2012). How Do We Fix an App Like That? In *Proceedings of the Business Intelligence Congress* (Vol. 3). [Conference Papers: Refereed] [Conference Type: Congress]

Moser, K. A., Mazzola, D. J., Keim, R. T., & Philippakis, A. S. (1991). Modeling the information systems architecture: an object-oriented approach. In *Proceedings of the Twenty-Fourth Annual Hawaii International Conference on System Sciences* (Vol. 4).

Technical Articles

Mazzola, D. J., Benjamin, V. A., & Chen, P. (2021). Enhancing Decision Making and Unleashing Value via AI. *W. P. Carey Dean's Council White Paper*.

Presentations

Mazzola, D., Cazier, J. A., & Reddy, G. (2025). Winning the room: Enhancing communication skills for future business leaders. *W. P. Carey Research Impact Day*.

Mazzola, D., Cazier, J. A., & Reddy, G. (2025). Business simulation for leadership development in the age of AI. *W. P. Carey Research Impact Day*.

Mazzola, D., Jayaraj, B., & Jackman, C. (2025). Broken Bridges: Entry-Level Job Losses and the Long-Term Risk to IT Workforce Development. In *SIM AZ Chapter Meeting Dinner Keynote*. Society for Information Management.

Mazzola, D. J. (2024, October). *How I use AI for Teaching and Learning: Six ChatGPT prompts. Coffee, Tea and ChatGPT*. Tempe: W. P. Carey Dean of Teaching and Learning.

Mazzola, D. J. (2024). *Navigating the Age of AI: An Enlightening Guide to Seniors. Aerobics of the Mind*. MountainBrook Village, Gold Canyon, Arizona.

Mazzola, D. J. (2024). *Understanding How AI Works: the Math is Simple, no Really - it's Simple! SIM Arizona Dinner Event*. Phoenix, AZ, USA: Society of Information Management (SIM) AZ.

Mazzola, D. J., Santanam, R. T., Jarvis, D. E., Qualls, C., & Christopher, M. (2021, October). *Tech Talent: Challenges and Opportunities. Society of Information Management, Arizona Chapter, General Session Keynote*. Phoenix, Arizona: Society of Information Management, Arizona Chapter,.

Mazzola, D. J. (2021, October). *Sourcing Tech Talent Challenges and Opportunities. October Meeting of the Society of Information Management*. Phoenix: Society of Information Management, Arizona Chapter.

Mazzola, D. J., & Chen, P. (Sharon). (2021, October). *Enhancing Decision Making and Unleashing Value via AI. October Deans Council Meeting*. Tempe, AZ: W. P. Carey School of Business.

Mazzola, D. J., & Qualls, C. (2021, November). *Cyber Security Resources and Skills Gap. November 2021 Phoenix ISACA Chapter*. Tempe, AZ: ISACA Phoenix Chapter.

Mazzola, D. J., Santanam, R. T., Jarvis, D. E., Qualls, C., & Christopher, M. (2021, October). *Tech Talent: Challenges and Opportunities. Society of Information Management, Arizona Chapter, General Session Keynote*. Phoenix, Arizona: Society of Information Management, Arizona Chapter.

Mazzola, D. J., Taylor, M., & Maurer, C. (2021, March). *CIO's Are No Longer Coming From IT: What is Driving this Trend. Society of Information Management Keynote Presentation*. Tempe, AZ.

Mazzola, D. J., Christopher, M., & Kaczmarek, T. (2020, October). *BeCyberSmart: Knowledge and Skills. Cybersecurity Awareness Month 2020, Marquette University*. virtual: Marquette University.

Mazzola, D. J., & Guthrie, D. (2020, August). *Exploring Executive Resources and Higher Ed Programs. Society of Information Management, Arizona Chapter*. Tempe, AZ.

Mazzola, D. J., & St. Louis, R. (2020, January). *Towers and Trenches: Does Research Hold the Keys to the C-Suite. Society of Information Management, Arizona Chapter*. Tempe, Arizona.

Report

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

<https://www.linkedin.com/feed/update/urn:li:activity:6904076695058432000/>

Academic Publications:

Mazzola, D. J., & Kettles, D. (2024a, April). Becoming a CIO in the Fortune 500, Trends and Executive Insights. *Association of Business Information Systems (ABIS) 2024*. - Accepted

Mazzola, D. J., & Kettles, D. (2024b, April). Neurodiversity among high performing IS students, findings and implications for education. *ABIS 2024*. - Accepted

Mazzola, D. J., Sumner, M., Pearlson, K., & Maurer, C. (2023). What Technical and Professional Skills are Needed for Cybersecurity Roles. *Proceedings of the 18th Pre-ICIS Workshop on Information Security and Privacy*.

Mazzola, D. J., Sumner, M., Kettles, D., McLean, E., Raisinghani, M., & Wu, W. (2023, June). Panel: "Real-world" Projects: Success Factors, Lessons Learned and Best Practices. *ACM SIGMIS Computers and People Research Conference 2023*.

Mazzola, D. J., Richardson, B., & Kettles, D. (2023, June). Charting a Course to the Top: Insights from the Fortune 500 CIOs and How They Differ from Other C-Suite Executives. *ACM SIGMIS Computers and People Research Conference 2023*.

Mazzola, D. J., Kettles, D., Sumner, M., Raisinghani, M., McLean, E., & Wu, W. (2023, June). Key Success Factors for “Real World” Projects: A Principal-Agency Theory Perspective. *ACM SIGMIS Computers and People Research Conference 2023*.

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:

“Mazzola, D., Jayaraj, B., & Jackman, C. (2025). Broken Bridges: Entry-Level Job Losses and the Long-Term Risk to IT Workforce Development. In *SIM AZ Chapter Meeting Dinner Keynote*. Society for Information Management.”

“Cyber Tech Talent: Challenges and Opportunities”, with Chester Qualls, November Meeting of the Phoenix ISACA, November 4th, 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 Kaczmarek, 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

- Neurodivergent Student Populations and Major Selection, Autism spectrum levels indicate college majors and career choices
- 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:

<i>W. P. Carey School of Business, ASU – Assistant Chair</i>	<i>April 2023 to present</i>
<i>W. P. Carey School of Business, ASU – Clinical Professor</i>	<i>August 2022 to present</i>
<i>W. P. Carey School of Business, ASU – Associate Clinical Professor</i>	<i>August 2018 to July 2022</i>
<i>W. P. Carey School of Business, ASU – Assistant Clinical Professor</i>	<i>August 2012 to July 2018</i>

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

- Outstanding Teaching Award, Information Systems Department, 2023-24
- Nominated for ‘Entrepreneurial Approach to Learning’ Teaching Innovation Award, Fall 2023
- 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

- Leading adoption of AI in the classroom
- Mentoring/Onboarding new faculty
- Championing Career Paths for Career Track faculty
- Significant contributor to the proposal and development of the Artificial Intelligence in Business BS degree program (Spr 23 – Spr 24)
- Significant contributor to the proposal and development of the Artificial Intelligence in Business MS degree program (Spr 23 – Spr 24)
- Developed the Accelerated MS-ISM program (Spr 23)
- 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-AIB Faculty Co-Director

August 2025 to Present

Responsibilities:

- 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:

- Launched online and immersion cohorts
- Implemented Program level assessment for Assurance of Learning
- Development of elective programs and extended learning pathways
- Promoted AI in Business programs to industry
- Development of Accelerated Masters program

W. P. Carey School of Business, ASU – MS-ISM Senior Faculty Director August 2025 to Present

W. P. Carey School of Business, ASU – MS-ISM Faculty Director August 2020 to August 2025

Responsibilities:

- 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:

- Transitioned from five quarters to four quarters to support full time working adults
- MS-ISM ranked #8 by US News and World Report – 2025
- Introduced and developed the MS-ISM Practicum program
- 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:

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|---|----------|
| • Outstanding Teaching Award in the information systems department | May 2024 |
| • 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, present
- 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

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Certification and Training Highlights:

- ASU Leadership Training, Cohort XII May 2025
- 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
- Vibe Coding