
ADJUNCT PROFESSOR OF INFORMATION TECHNOLOGY

PROVEN LEADERSHIP DEVELOPMENT STRATEGIST WHO FOCUSES ON DRIVING STUDENT SUCCESS

C-LEVEL LEADERSHIP | ADJUNCT PROFESSOR | LECTURER

Solid history of inculcating vision through mentoring and coaching to support leadership development. Expert in optimizing and enhancing leadership understanding while adhering to student learning, processes and standards. Skillful with student and faculty relationships.

Career Accomplishments

- Using coaching & case-in-point pedagogy for leadership development among executives and managers.
- Providing career coaching/mentoring to 1,500+ military veterans and high school and college students;
- Serving on Poway Unified School District Diversity Taskforce, leading to a 27% increase in minority hiring;
- Supporting STEM and diversity and inclusion events throughout San Diego, i.e., USD, Mesa College, NDIA, Northrop Grumman, AFCEA, PLNU, UCSD, QUALCOMM, Cubic Corporation, SDSU, Junior Achievement of San Diego County, Booz Allen Hamilton, K-12 schools, and so on;
- Authoring mentoring and coaching handbooks, succession development plans, leadership development academies, and organizational development policies for a geo-graphical workforce of over 16,000;
- Implementing leadership development programs, leading to a 35% increase in workforce engagement;
- Conducting speaking engagements pertaining to diversity and inclusion and Black History Month events.

PROFESSIONAL PROFILE

Fenner Consulting Group, San Diego, CA

President

2008 – Present

- Serve as a senior consultant to government and private sector organizations on topics such as facilitator/instructor competency training, humanistic leadership, and career development;
- Provide career and executive coaching to mid-level managers and supervisors;
- Train clients on topics such as emotional, culture, social, diversity and inclusion intelligences, talent management and change management;
- Coach and practice case-in-point pedagogy experiential learning among managers and executives.
- Assist clients in developing succession development plans;
- Facilitate focus groups on workforce competency gap analysis assessment results;
- Coach clients in how to conduct climate and culture assessments using data analytics;
- Facilitate cultural profile research teams to help identify opportunities for culture changes.
- Provide solution focus training on how to develop competency development models;
- Create innovative training programs that positively and strategically impact business objectives while guiding organizations through dysfunctional team dynamics.

Point Loma Nazarene University, San Diego, CA

Adjunct Professor School of Engineering and Information Technology

(2017 – Present)

Deliver leading edge technology training to adult learners in the areas of COMPTIA+ certifications, information technology, computer architecture, Ethernet network architecture, cybersecurity, and project management.

- Key board member for designing and pioneering an inventive Adjunct Mentoring Program for the university.
- Use CANVUS database software and UCertify Web-based applications to capture students' grades and track project progress.

- Research leading edge technologies to support student learning and engagement, and develop and update class syllabuses.

Naval Facilities Engineering Command, San Diego, CA

Chief Information Officer (2012 – 2016)

Led and managed a staff of 52 and a financial budget of \$21M. Held C-suite executive accountability for delivering cloud-based, and applications portfolio management i.e., financial, environmental, asset management, IT infrastructures, help desk and project management services.

- Developed forward-looking IT investment plans, implemented workforce training and succession development planning strategies and policies.
- Designed and implemented an organization-wide succession development plans, competency gap analysis assessment tool, and IT business model.
- Formed strong working relationships with C-suite executives, gaining organization-wide reputation for working collaboratively.
- Provided coaching to employees, managers, and C-suites executives pertaining to workforce diversity and inclusion and conflict resolution.
- To support the organization's leadership development goals, implemented and facilitated leadership development workshops.
- Communicated strategic vision and plans to stakeholders when designing and executing network infrastructure upgrades, sun-setting legacy technology, addressing cyber security vulnerabilities and implementing enterprise Smart Energy technology solutions, procedures, and policies.
- Served as project manager, used cost benefit analysis and data analytics for the installation of leading edge technology for 3,500 Advanced Digital Smart Meters, reducing overhead costs by 35%.
- Used cost benefit analysis to negotiate 15% savings in wireless and telecommunication contract services.
- Improved employee retention via workload metrics, competency modeling/alignment and various engagement techniques.
- Recruited new talent and retrained current staff significantly improving team dynamics and restoring team integrity across the organization, reducing labor costs 35% annually.
- Used Six Sigma and ITIL methodologies to create a more "Customer Friendly" IT Call Center, which reduced trouble ticket backlog by 45%.

Space and Naval Warfare Systems Command, San Diego, CA

Director of Organizational Development and Training, Human Resources (2009 – 2012)

Championed enterprise training and workforce development for over 16,000 geographically-distributed employees. Established talent management/acquisition and career development metrics. Collaborated with C-level executives to design leadership development programs, succession development plans, and classroom and eLearning-based curriculum. Drove vendor selection and implementation of the learning management system (ERP).

- Researched and implemented a global leadership development academy.
- Used coaching & case-in-point pedagogy for leadership development among 340 managers/supervisors.
- Redesigned employee orientation process, implemented performance management system and competency development models to increase employee retention and engagement.
- Partnered with C-level executives, EEO, HR and hosted multiple diversity and inclusion conferences.
- Increased workforce engagement 30% by leveraging organization-wide anchor surveys, improvement plans, workforce engagement initiatives, and establishing human capital development policies.
- Established global learning and growth initiatives, to include developing competency development models (CDM), performance dashboard, business strategy plans, leadership training policies and instructions.
- Developed business coaching and mentoring culture handbooks, workforce staffing, diversity and inclusion strategies, and led over 25 climate assessment focus group sessions.
- Conducted over 50 senior leadership seminars and meeting to identify innovative solutions for leadership development programs.

- Ensured leaders developed science, technology, engineering and math (STEM) programs to support organization's human capital growth mission.
- Designed virtual training courses, education, career development solutions and business process changes to support workforce development programs.

San Diego State University, San Diego, CA

Lecturer, College of Business Administration

(2006 – 2010)

- Completed classroom planning including assignments and test creations, prepared lessons and assigned project tasks.
- Participated in interdepartmental meetings to help create engaging learning activities.
- Developed class curriculums each semester and worked with students to improve grades and complete class projects.
- Lectured on courses such as Performance Management, Human Resource Management, Employment Law, Employment Selection Process, and Workforce Succession Planning.
- Used Blackboard technology to capture students' grades, post work assignments, and enrollment status.

Marine Corps Systems Command, Camp Pendleton, CA

Senior Technical Advisor/Regional Contracting Officer's Representative

(2002 to 2009)

Managed stakeholder relationships during the transition of over 45,000 users located across ten military bases onto a state-of-the-art cloud-based network. Resolved over 400 contract disputes and service level agreements concerning the Navy's \$10B IT contract. Researched and delivered state of the art systems to support customers' cloud computing and technology demands.

- Met monthly with senior-level military officers to discuss contract status and service level agreements.
- Headed data center and application consolidation projects and hosted 15 regional conferences, leading to discontinuation of over 35 IT networks and a 45% reduction in enterprise software applications.
- Attained 100% in Key Performance Indicators (KPIs) by managing a portfolio of IT products and processing \$125M in IT/software orders. Ensured contract line items (CLINs) met cost, schedule and performance.
- Used lean six sigma and continuous process improvement strategies to meet business objectives.
- Developed training curriculums and corrective action plans to improve contract related and information technology problems.
- Improved customer relationship by hosting semi-annual conferences to discuss customers' information technology requirements.

Military Sealift Command Pacific, San Diego, CA

Chief Information Officer

(2000 to 2002)

- Managed and led seven major technical divisions, and was accountable for identifying and assigning task assignments to a decentralized and diverse workforce of 78 employees.
- Provided leadership oversight for the command and control centers for 45 USNS ships; and all information technology, information management and network operations across the western United States and Hawaii.
- Established workforce individual development plans and leadership development competency plans.
- Managed an annual IT budget of \$4.5M.
- Tracked task completions, performance appraisals, individual development plans and training and career development activities.
- Produced quantitative workforce competency studies to identify employees' training deficiencies.
- Designed and implemented workforce development business models and training polices to support workforce growth business strategies and objectives.

TRICARE Region 9, Naval Medical Center, SD, CA

Deputy Chief Information Officer

(1995 to 2000)

- Provided leadership oversight for all information technology, information management and network operations across the enterprise and 45 USNS ships.

- Established employees' performance appraisals and individual development plans; hosted and facilitated working groups to define competency deficiencies; developed succession plans and performance management programs.
- Spearheaded the implementation of inventive technology in support of comprehensive Telemedicine and Breast cancer programs; developed business plan that received \$750,000 in grant funds from U.S. Congress; programs resulted in a 65% reduction in military related travel and recapturing over \$45 million in medical outsourcing services.
- Developed training programs to meet doctors, nurses, and administrators' continuing education needs.
- Developed information assurance and network training policies and instructions in accordance to HIPAA regulations, which included delivering training to 46 medical treatment facilities and 2 major hospitals.
- To improve medical service delivery, implemented a centralized Composite Health Care System (CHCS) Global Helpdesk, which provided 24/7 helpdesk services to military and their dependents globally.

Fleet Industrial Supply Center, San Diego, CA

IT Project Manager

(1989 to 1995)

- Managed a 2,000-node IT Ethernet network across the southwest region.
- Orchestrated the transformation of converting a logistics manual receipt filing system to an electronic filing system.
- Repaired computers, monitors, printers and network equipment, leading to yearly cost savings of over \$1.5M.
- Led the conversion of an antiquated robotic crane system that increased workforce communication and productivity by 70%.

Education

University of San Diego, CA

DOCTORATE OF EDUCATION IN LEADERSHIP AND EDUCATIONAL SCIENCES

Webster University, Webster Groves, MO

MASTER OF ARTS IN COMPUTER RESOURCES AND INFORMATION MANAGEMENT

West Coast University, Los Angeles, CA

BACHELOR OF SCIENCE IN ELECTRICAL ENGINEERING

Federal Executive Institute, Charlottesville, VA

EXECUTIVE LEADERSHIP FOR A DEMOCRATIC SOCIETY

Publications

Humanistic Leadership: Twelve Intelligences Used to Transform Ordinary Leaders Into Extraordinary Ones (12/2019)

Succession Development Planning: A Strategy Used to Help Future-Proof Your Workforce, 8/2017

Linking Succession Planning to Employee Training: A Study of Federal Employees, 5/2005

Mentoring Handbook: A Guide to Establishing a Mentoring Culture, 3/2013

Coaching Handbook: A Guide to Developing a Multidimensional Workforce, 3/2013

Business Coaching: A Prominent Solution in the Succession Planning Process, TALK Magazine, 11/2012

Infrared Motion Detection & Security Tracking System, 5/1993

Associations

University of San Diego Black Alumni Association (USDBAA)

North San Diego Business Chamber (NSDBC)

Society of Human Resources Management (SHRM)

San Diego County Engineers Council (SDCEC)

National Society of Black Engineers (NSBE)

Association of California School Administrators (ACSA)

National Association of Black Women in Construction (NABWC)

National Defense and Industrial Association (NDIA)

Armed Forces Communications and Electronics Association (AFCEA)
Association for Information and Communication Technologies (AICT)
San Diego 24-Hour Fitness Club Member
Community Rowing of San Diego Board Member (former)
Society of Hispanic Professional Engineers (former)
Asian American Engineers Association (former)
United States Distance Learning Association (former)
Poway Unified School District Diverse Task Force Board Member (former)
Healthcare Information Management System Society Member (former)
San Diego Defense & Space Technology Consortium DEFCOMM (former)

Awards/Honorees

Organization Safety Award, 2013/14/15/16
Speaking Awards, 2010/2012/2013
Outstanding Performance Awards, 1991 - 2016
Customer Service Awards, 6/2007 & 2008
Meritorious Civilian Service Award, 9-1999
Surgeon General's Five Star Award, 1999
Special Act Award, 08-93
US Navy Blue-E Award, 1981

Certifications

Certified Professional Coach (CPC/ICF), Institute for Professional Excellence in Coaching (iPEC), 2014
Energy Leadership Index Master Practitioner, (iPEC), 2014
LOMINGER 360 degree Master Practitioner, LOMINGER International/Korn & Ferry Company, 2010
Emotional Intelligence Practitioner, Six Seconds Inc., 2015
Information Technology Level III Certified, Defense Acquisition University, 2006
Information Technology Infrastructure Library (ITIL v3), Hewitt Packer, 2009
Master Black Belt/Lean Six Sigma Certifications, Villanova University, 2007
Program Management Level 1 Certified, Defense Acquisition University, 2011
Society of Human Resources Management Senior Certified Professional, SHRM, 12/2019

Technical Proficiencies: MS Project, Word, PowerPoint, Outlook, Excel, IBM Cognos, SQL Server, Windows 10, PHP, HTML, Linux.