

Curriculum Vitae
FELISA D. PRECIADO HIGGINS
Smeal College of Business, The Pennsylvania State University
Associate Dean for Undergraduate Education and Donan Professor of Business Administration
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EDUCATION

- 2003 **Ph.D., Industrial Engineering**
Purdue University, West Lafayette, Indiana
Dissertation Title: "*Optimal Intensity-Modulated Radiation Therapy Planning for Cancer: A Mixed Integer Approach*"
Dissertation Committee Chair: Ronald L Rardin, PhD
- 1997 **MS, Industrial Engineering**
Florida State University, Tallahassee, Florida
Thesis Title: "*A Radial Basis Function with Dynamic Decay Adjustment Artificial Neural Network for Electronic Fault Diagnosis*"
Major Professor: Hsu-Pin (Ben) Wang, PhD
- 1995 **BS, Industrial Engineering**
Florida A&M University, Tallahassee, Florida
Summa Cum Laude

ADMINISTRATIVE EXPERIENCE

- 2017 - present Associate Dean for Undergraduate Education
The Pennsylvania State University, Smeal College of Business, University Park, Pennsylvania
- 2022 - present Chair of the Administrative Council on Undergraduate Education
The Pennsylvania State University, University Park, Pennsylvania
- 2016 - 2017 Administrative Fellow, Office of the Senior Vice President for Commonwealth Campuses (OSVPCC)
The Pennsylvania State University, University Park, Pennsylvania

ACADEMIC APPOINTMENTS

- 2023 - present William A. Donan Professor of Business Administration
- 2020 - present Clinical Professor of Supply Chain Management¹
- 2013 - 2020 Associate Clinical Professor of Supply Chain Management²
- 2007 - 2013 Assistant Clinical Professor of Supply Chain Management
The Pennsylvania State University, Smeal College of Business, University Park, Pennsylvania

¹ Standing appointment

² Standing appointment

ACADEMIC LEADERSHIP RESPONSIBILITIES

- Lead the strategic planning, operations, budgeting, and assessment of the Smeal Undergraduate Education (UGE) office, which currently serves more than 5,800 undergraduate students enrolled in the Smeal College of Business each year
- Advise the Dean and the Smeal College leadership team on all matters related to the undergraduate experience, from prospect to graduate, including program development, policies, processes, supporting resources, advising, engagement, research, scholarships, recruitment, and admissions
- Lead a team of 35 staff members, including 21 academic advisers. Directly supervise the Director of Academic Advising, the Director of Records and Core Curriculum, the Director of Student Engagement, the Director of Enrollment, the Staff Support Coordinator, and the Assistant Dean of Undergraduate Affairs
- Mentor and support Smeal College faculty on teaching and learning strategies, policy-related matters, and student-centered concerns
- Partner with six academic department heads and the college faculty to strengthen, assess, and enhance the curriculum and delivery of educational programs following AACSB accreditation standards and university-wide curricular objectives (current undergraduate programs include ten majors, four minors, one integrated undergraduate-graduate program, and the Smeal Business Fundamentals certificate)
- Collaborate with the Dean and the Financial Officer to make strategic and tactical decisions directly impacting the 3.4MM+ undergraduate education and co-curricular engagement budget for Smeal (including personnel costs and operating expenses)
- Oversee Smeal's Accepted Student Programs (ASPs), New Student Orientation (NSO), the Learning Edge Academic Program (LEAP), the First-Year Experience, major exploration, undergraduate research, honors education, support for special populations, student organizations, Commonwealth Campus College Outreach, the Student Transitional Experiences Program (STEP), scholarships, and the annual undergraduate commencement exercises
- Advance Smeal's mission and vision by actively engaging with the Smeal Board of Visitors
- Contribute to enhancing and growing educational opportunities by engaging in initiatives and programs from various Smeal centers and institutes, including the Tarriff Center for Business Ethics and Social Responsibility, the Center for Supply Chain Research, the Center for the Business of Sustainability, and the Farrell Center for Corporate Innovation and Entrepreneurship
- Support pathways for over 3,500 Smeal-tracking, 1st and 2nd-year students in the Division of Undergraduate Studies (DUS) and the "2+2 Program" at nineteen Commonwealth Campuses (CWCs) by cultivating strong, productive relationships with DUS and administrators, faculty, and staff across all Penn State CWCs
- Formulate and address administrative and curricular policies affecting undergraduate student success by representing the Smeal College in Penn State's Administrative Council for Undergraduate Education (ACUE)
- Collaborate with the Office of Residence Life to ensure the continuation of advising and programming for the Business and Society House (BASH) living and learning community

- Strategically direct the delivery of the Smeal Core Curriculum and the Smeal Fundamentals Certificate (the largest undergraduate certificate at Penn State University with over 900 certificates awarded from Spring 2019 to Spring 2022)
- Develop strategies with the Dean, department chairs, and the Director of Planning and Assessment to plan, track, and manage enrollment, including taking action to help departments address larger-than-expected imbalances between student demand and instructional capacity
- Approve annual labor distributions and supplemental compensation agreements for the instructors of more than 70 sections of the first-year seminar, six sections of the CWCs business seminar, and 18 sections of courses for the undergraduate Business certificate
- Oversee the Smeal Business Career Center (BCC) strategic efforts to support undergraduate professional development and career exploration (directly supervised the BCC's Executive Director and budget from July 2017 until February 2021)
- Maximize the impact of and opportunities for students in the Sapphire Leadership Academic Program through collaboration with the Faculty Director and the Director of Academic Affairs

ACADEMIC LEADERSHIP ACCOMPLISHMENTS

Supported the mission of the college and the university

- Led the UGE office in the development of a new vision statement and realigned the capabilities and talents of the team through an organizational restructuring strategy
- Co-authored the undergraduate portion of the Smeal College of Business strategic plan focused on building curricular strength and enhancing the opportunities for engaged scholarship
- Oversaw and directed the expansion of prospective student programs, which resulted in a 119% increase from 2018 to 2022 in first-year admission applications to enter the Smeal College at the University Park campus
- Improved persistence to degree among high-financial need students by establishing a dedicated staff resource to help students address Bursar account delinquencies proactively, identify students in financial distress, collaborate with the Smeal Development officers, connect students to financial literacy resources and increase the number of applicants for need-based scholarships
- Collaborated with departments and the Director of Planning and Assessment in the successful curricular review, approval, and implementation of two new majors in Actuarial Science and Real Estate (respectively) in addition to more than 70 proposals related to changes, drops, and additions of business courses and programs
- Actively contributed to the search and recruitment for key roles, including the first Smeal Chief Marketing Officer and Assistant Dean for Communications, clinical faculty for the supply chain and risk management departments, Penn State's Executive Director of Undergraduate Admissions, the Associate Dean of the Schreyer Honors College, and the Vice President and Dean of Undergraduate Education
- Offered critical support to the college's marketing team to ensure the success of the Smeal brand project by participating in leadership insight discussions, evaluating prospective brand deployment partners, and engaging in the evaluation of data-gathering efforts and results

- Earned the confidence of peers across the university to be nominated and elected as chair of Penn State's Administrative Council on Undergraduate Education (ACUE) for the 2022-2024 term
- Advanced university-wide strategic objectives and enhanced the overall quality of undergraduate education by leveraging the ACUE chair platform to ensure the effectiveness of this body and its standing committees, including the Academic Affairs Committee, Admission, Aid, and Enrollment Committee, and Global Issues Committee
- Enhanced college and department-level capacity planning by successfully advocating for the collection and reporting of major preference data as the ACUE representative to the Governance Committee for LionPATH (Penn State's student information system)
- Contributed to multiple university-wide efforts to support students, faculty, and staff during the COVID-19 pandemic, including researching possible policy implications and instructional issues, first-year engagement planning for Fall 2020, remote delivery course offerings and teaching strategies, flexible enrollment options, impacts on student success, alternative grading, and ongoing planning and preparation for the return to in-person instruction in Fall 2021
- Steered the collegewide transition of hundreds of course sections from resident instruction to online or hybrid delivery during the pandemic while mentoring faculty through the process
- Provided curricular input to the Farrell Center for Corporate Innovation and Entrepreneurship to launch the Saxby's coffee shop experiential learning immersion, which is currently operational in the Business Building at University Park
- Provided insight regarding the work and results of the UGE office during a successful AACSB reaccreditation visit in 2019
- Directed the implementation of enforced prerequisites within the student information system for over 250 business courses in collaboration with the Director of Student Records, the Director of Planning and Assessment, OSVPCC, the Office of the University Registrar (OUR), and department and program leaders from across the university
- Established a data-driven assessment of advising caseloads to determine and manage the capacity necessary to meet the increased support needs of students during the COVID-19 pandemic and beyond
- Created the designation of "senior academic adviser" in the UGE office to recognize the enhanced contributions of advising staff with extensive experience and who serve as role models and mentors for younger advisers
- Encouraged, supported, and recognized the scholarship of advising at Smeal, leading to increased submissions from UGE staff to NACADA conferences which resulted in two international and three national conference presentations accepted after highly competitive selection processes in 2018, 2020, and 2023
- Facilitated the initial consultations that led to the recently established conditional early acceptance for Penn State CWC business students applying to the Master of Accounting program at Smeal
- Bolstered UGE initiatives to assist students transitioning from CWCs to University Park, such as strengthening the communication with College Contact and Referral Representatives (CCRRs), sustaining the campus ambassador programs, and creating and launching a new online seminar (BA 197) for Smeal-tracking students in the 2+2 program at any of Penn State's nineteen undergraduate CWCs
- Supported the BCC team's CWCs outreach efforts, which resulted in a 54% increase in participation in Smeal-led career-building events across CWCs between 2017 and 2018

- Created the Undergraduate Faculty Fellow role to engage Smeal faculty in high-impact projects within the UGE office and develop a pool of individuals with exposure to academic administration within the college
- Reviewed as part of a committee the administrative performance of the Associate Dean (Student Affairs) of the Schreyer Honors College, the Assistant Dean of Diversity and Inclusion of the Smeal College, and the Department Chair of the Management and Organization Department
- Contributed to the successful national searches for the Executive Director of the University Faculty Senate, the Vice President and Dean for Undergraduate Education, and the Executive Director of Undergraduate Admissions

Contributed to the enhancement of the diversity, equity, and inclusion climate within the college and across the university

- Elevated the importance of diversity, equity, and inclusion through the Smeal Diversity Committee efforts, contributions to multicultural events, engagement in conversations with students of color who voiced concerns about the racial climate in the college, the university, and the nation
- Oversaw and supported the addition of health and wellness promotion and awareness programming for Smeal undergraduates
- Addressed systemic inequities and advising challenges associated with the Smeal Entrance to Major (ETM) process, which impacts between 1600-2000 students/year, by making significant changes aimed at "leveling the playing field," which increased the percentage of Black and Hispanic first-year business admits successfully gaining entrance into a Smeal major from 37% in 2017 to 60% in 2020
- Advanced the success of multiple Latino student recruiting and outreach initiatives, which led to a 41% increase in the number of first-year students in that demographic accepting offers of admission to Smeal from 2018 to 2021
- Created and chaired an enrollment strategy committee comprised of faculty, administrators, and staff to rethink the future of enrollment and utilized their recommendations to develop a proposal addressing diversity, equity, and inclusion issues in admissions and entrance-to-major
- Supported the removal of systemic barriers to student success by commissioning an internal continuous improvement team to conduct a demographic analysis of student persistence and other critical academic achievement outcomes
- Supported developing and delivering a First-Year Seminar (PSU 006) designed to help international students acclimate to Penn State University and the United States. In addition, approved innovations to the PSU 006 general curriculum, including new modules addressing the needs of students with disabilities and mental health concerns
- Developed and delivered a new inclusive excellence curriculum for the Smeal Doctoral Teaching Camp in collaboration with a research consultant from the Schreyer Institute for Teaching Excellence
- Introduced multiple cohorts of underrepresented students to the Smeal College and the field of supply chain management through the Business Opportunity Summer Session
- Raised funds to endow a scholarship supporting the post-secondary education of underrepresented students in the State College Area School District as a member and chair of the Osaze's Heart Community Scholarship Endowment Committee

- Reviewed the equity impact of multiple university policies as a member of the Practices Impacting Equity taskforce
- Hosted and moderated multiple diversity and inclusion panels in collaboration with the Center for Supply Research and the Council for Supply Chain Management Professionals
- **Reimagined student engagement at Smeal with a focus on ethical leadership**
- Oversaw and supported the development and launch of the Smeal Ethical Leadership Challenge, with nearly one thousand student engagement activities completed by the end of the pilot year
- Championed and supported various faculty-led student engagement initiatives within the college and encouraged the participation of Smeal students in the Undergraduate (Research) Exhibition. A total of 18 Smeal students involved in five different projects were awarded recognitions during the 2018, 2019, and 2020 Undergraduate Exhibitions combined

AWARDS AND HONORS

- William A. Donan Endowed Professorship of Business Administration (2023)
- Chair, Penn State University Administrative Council on Undergraduate Education (2022)
- Administrative Fellow, Penn State University (2016)
- Awardee, George W. Atherton Award for Excellence in Teaching, The Pennsylvania State University (2015)
- Faculty Honoree, Penn State University Homecoming Court (2015)
- Awardee, Fred Brand Jr. Award for Excellence in Undergraduate Teaching, Smeal College of Business (2014)
- East Halls Resident Life, Faculty recognition for positive impact on first-year students (2010)
- Faculty Marshal, Supply Chain and Information Systems Commencement (2009)
- Faculty Spotlight, Smeal Student Society's (2008)
- First Place Panamanian Institute of Labor Studies (IPEL) 2005 National Poetry Contest, Panama (2005)
- Awardee, Magoon Outstanding Teaching Assistant Award, Purdue University (2000)
- Florida State University Golden Key Honor Society Teacher of the Month (1996)
- Second place, technical paper competition Institute of Industrial Engineers Region IV Conference (1995)
- Alpha Pi Mu Honor Society FAMU-FSU charter member (1994)
- United States Agency for International Development: Thomas Jefferson Fellow - CLASP II (1992)

AWARDED RESEARCH GRANTS

Preciado, F. D., Grant, 10% credit, "*Organic Agriculture Research and Extension Initiative (OREI)*," USDA National Institute of Food and Agriculture, Federal Agencies. Total requested: \$999,991.00. Total awarded: \$959,984.00. Total anticipated: \$959,984.00. (Submitted: January 19, 2017, date funding awarded: August 22, 2017, funded: September 1, 2017 – extended to August 31, 2021)

DOCTORAL DISSERTATION COMMITTEES

- Shin, Hyun Jong "*Analytical and Empirical Models for Process Transformation Towards Smarter Maintenance.*" The Pennsylvania State University, Doctor of Philosophy in Industrial Engineering. Special member, 2021
- Titus, Richard "*An Integrated Supplier Selection Model with Product Life Cycle Considerations.*" The Pennsylvania State University, Doctor of Philosophy in Industrial Engineering. Outside member, 2019
- Cintron, Aixa "*Optimizing and Integrated Supply Chain,*" The Pennsylvania State University, Doctor of Philosophy in Industrial Engineering. Outside member, 2010
- Portillo-Bollat, Rodolfo "*Resilient Global Supply Chain Network Design Optimization,*" The Pennsylvania State University, Doctor of Philosophy in Industrial Engineering. Outside member, 2008

MASTER THESIS COMMITTEES

- Mehta, Aditya Rakesh "*A Review on The Use of Electronic Cigarettes and Its Impact on Population Health: From Clinical to Modeling Studies,*" The Pennsylvania State University, Master of Science in Industrial Engineering. Reading member, 2020
- Raghavan, Madhana "*Supply Chain Optimization Considering Disruption Risks,*" The Pennsylvania State University, Master of Science in Industrial Engineering. Reading member, 2013
- Eidelman, Moises "*Raw Materials Procurement Planning Models with Applications,*" The Pennsylvania State University, Master of Science in Industrial Engineering. Reading member, 2009
- Better, Miguel "*Inventory Dynamics Implementation to a Network Design Model,*" The Pennsylvania State University, Master of Science in Industrial Engineering. Reading member, 2009

UNDERGRADUATE HONORS THESIS SUPERVISION

- Cao, Xiaoyu (Eudora), "*Enhancing Cross-Functional Communication Efficiency and Effectiveness Between Supply Chain Management and Marketing.*" The Pennsylvania State University, Management and Organization, 2016
- Ortiz-Acevedo, Priscilla "*Common Factors That Motivate Autism Employment in The Workplace,*" The Pennsylvania State University, Management and Organization, 2015
- Schaeffer, Jordan "*A Practical Approach to Sustainable Asset Management for The Borough of State College,*" The Pennsylvania State University, Supply Chain and Information Systems, 2014
- Eshbach, Dale "*Sourcing and Procurement: A Case Study of Economic, Social, and Environmental Implications,*" The Pennsylvania State University, Supply Chain and Information Systems, 2012
- Kozak, Katherine "*Mapping the Way to Better Disaster Debris Management,*" The Pennsylvania State University, Supply Chain and Information Systems, 2012
- McClurken, Matthew "*Manufacturing: Understanding Lean and Green,*" The Pennsylvania State University, Supply Chain and Information Systems, 2012

RESEARCH PAPERS IN REFEREED JOURNALS

- Tuncel, Ali; Preciado, Felisa; Rardin, Ronald; Langer, Mark; and Richard, Jean-Philippe: "Strong valid inequalities for fluence map optimization problem under dose-volume restrictions," *Annals of Operations Research*, 196, 819-840, 2012 (Online 2010)
- Preciado-Walters, Felisa; Rardin, Ronald; Langer, Mark; and Thai, Van: "Column Generation for IMRT Cancer Therapy Optimization with Implementable Segments," *Annals of Operations Research*, 148, no 1, 65-79, 2006
- Preciado-Walters, Felisa; Rardin, Ronald; Langer, Mark; and Thai, Van: "A Coupled Column Generation, Mixed-Integer Approach to Optimal Planning of Intensity Modulated Radiation Therapy for Cancer," *Mathematical Programming B*, 101, 319-338, 2004
- Preciado-Walters, Felisa; Rardin, Ronald; Langer, Mark; and Thai, Van: "IMRT Optimization with Directly Implementable Segments," *Medical Physics*, 30, 1372, 2003 (abstract only)
- Langer, Mark; Rardin, Ronald; Preciado-Walters, Felisa; and Thai, Van: "The Importance of Developing Good Error Bounds for IMRT Treatment Planning," *Medical Physics*, 29, 1304, 2002 (abstract only)

RESEARCH PRESENTATIONS

- Higgins, Felisa Preciado "*Food Fight: Reflections on the Application of OR Methods to Solve Agricultural Supply Chain Problems*," Harold and Inge Marcus Department of Industrial and Manufacturing Engineering Operations Research Colloquium, Penn State University, November 2020
- Preciado, Felisa "*Operations Research Applications in Healthcare: Missing Links, Great Opportunities*," Harold and Inge Marcus Department of Industrial and Manufacturing Engineering Operations Research Colloquium, Penn State University, April 2012
- Preciado, Felisa "*Fighting Cancer with Optimization: Accomplishments and Challenges*," Harold and Inge Marcus Department of Industrial and Manufacturing Engineering Operations Research Colloquium, Penn State University, December 2009
- Preciado-Walters, Felisa, "*Why My Model Didn't Work, Lessons from a Latin American Journey*," Invited talk at the Daniels College of Business, University of Denver, September 2008
- Preciado-Walters, Felisa, "*Market-oriented Research, Social Impact of Government Funded Universities*," Invited talk at the University of Panama, Panama City, July 2008
- Preciado-Walters, Felisa, "*Supply Chain Risk: Metrics and Management*," Invited tutorial at the International Workshop on Supply Chain Disruption Management and Optimization, Panama City, June 2007
- Preciado-Walters, Felisa, "*Product ROI and Strategic Differentiation from Competitors, Keys to Consumer Loyalty*," XII National Industrial Engineering Conference, Panama City, October 2006
- Rardin, Ronald, Langer, Mark, Preciado-Walters Felisa, Thai, Van and Dink, Delal, "*Column Generation for IMRT Cancer Therapy Optimization with Implementable Segments*," EURO/INFORMS Joint International Meeting, Istanbul, Turkey, 2003
- Preciado-Walters, Felisa, Rardin, Ronald and Langer, Mark, "*Treatment Planning Optimization for Cancer Radiation Therapy*," SIAM Conference on Optimization, Toronto, Canada, May 2002

- Preciado-Walters, Felisa, Rardin, Ronald and Langer, Mark, "*Mixed Integer Approach to External Beam Radiotherapy with IMRT*," National Institutes of Health/National Science Foundation Joint Workshop on Operations Research and Radiation Therapy, Herndon, Virginia, February 2002
- Preciado-Walters, Felisa, Rardin, Ronald and Langer, Mark, "*A Mixed Integer Approach to Intensity-Modulated Radiation Therapy Planning*," Annual Meeting, Institute for Operations Research and the Management Sciences Miami Beach, November 2001
- Rardin, Ronald, Preciado-Walters Felisa, and Langer, Mark, "*Optimal Radiation Therapy Planning: A Mixed Integer Approach*," International Meeting, Institute for Operations Research and the Management Sciences Maui, Hawaii, June 2001 (invited)
- Preciado, Felisa, Rardin, Ronald and Langer, Mark, "*Optimal Radiation Therapy Planning: A Mixed Integer Approach*," 17th International Symposium on Mathematical Programming Atlanta, Georgia, August 2000

CONFERENCE PRESENTATIONS AND INVITED TALKS

- "*ChatGPT in Business Education*," panelist, Webinar hosted by the Tarriff Center for Business Ethics and Social Responsibility at the Smeal College of Business, Online, February 2023
- "*Opportunities and Challenges in Higher Education: A Personal, Evolutionary, and Practical Perspective*," keynote speaker, UTP VIII International Conference on Engineering, Science, and Technology (IESTEC 2022), Panama City, Panama, October 2022
- "*The Fresh Connection: An Experiential Exercise in Global Supply Chain Management*," workshop facilitator, UTP VIII International Conference on Engineering, Science, and Technology (IESTEC 2022), Panama City, Panama, October 2022
- "*Women in Supply Chain Part III: An Interview with Christina and Bethany Round*," interviewer, Center for Supply Chain Research, Penn State University, November 2021
- "*Cultivating a Resilient Mindset*," invited talk at the 2021 Women in Business Education Momentum Conference, Online, October 2021
- "*DEI as a Supply Chain Strategy: Gaining Competitive Advantage Through Diverse Talent*," CSCMP EDGE International Conference 2021 Panel Session, Council for Supply Chain Management Professionals, Atlanta, GA, September 2021
- "*Best Practices in Game-Based Learning*," invited as a panel moderator at the Inchange Connect Educator Online Conference, Online, April 2021
- "*Women in Supply Chain Part II: An Interview with Karen Quintos*," interviewer, Center for Supply Chain Research, Penn State University, April 2021
- "*World in View Series: Global Humanitarian Logistics Series*," co-instructor, Schreyer Honors College, Penn State University, April 2021
- "*Food Supply Chain Resilience: Reflections on Availability and Access*," Online, March 2021
- "*CSCMP Leadership on Diversity and Inclusion in the Industry Webinar*," moderator, Online, February 2021
- "*Women in Supply Chain*," moderator, Center for Supply Chain Research, Penn State University, January 2021
- "*Exam Strategies for Remote Delivery*," invited as a panelist for the Penn State Keep Teaching Faculty Development Group webinar series, November 2020

- "What's Working, What's Challenging: Faculty/Student Panel Discussion on Fall 2020,"* invited as a panelist for the Penn State Keep Teaching Faculty Development Group webinar series, October 2020
- "Ready or Not, the Future Waits for No One: Interactive Reflections about Preparing Students for Life after Smeal,"* invited talk at the Smeal College of Business Faculty Teaching Lunch, Penn State University, February 2020
- "The Gig Economy and the Millennials' Journey to Change the World,"* CSCMP EDGE International Conference 2019 Keynote Panel, selected as moderator by the Council for Supply Chain Management Professionals, Anaheim, CA, September 2019
- "The Role of Women in Supply Chain and Logistics,"* invited talk at the Panama Supply Chain Forum 2019, The Panamanian Logistics Council and the Panamanian American Chamber of Commerce, Panama City, Panama, August 2019
- "Great Global Challenges in Supply Chain and Logistics,"* invited talk at the Universidad Tecnológica de Panama, Panama City, Panama, August 2019
- "Expanding Supply Chain Knowledge in the Local Economy,"* invited talk at the Connect Education Conference: Mastering Supply Chain Education - Digitization and Future Trends, Inchainge, Zwolle, Netherlands, April 2019
- "Blended Learning,"* invited as a panelist at the Connect Education Conference: Mastering Supply Chain Education - Digitization and Future Trends, Inchainge, Zwolle, Netherlands, April 2019
- "Building a Course from 1st Year until Graduation,"* invited talk at the Connect Education Conference: Mastering Supply Chain Education - Digitization and Future Trends, Inchainge, Zwolle, Netherlands, April 2019
- "Key Skills for Logistics and Supply Chain Graduates,"* invited as a panelist at the Connect Education Conference: Mastering Supply Chain Education - Digitization and Future Trends, Inchainge, Zwolle, Netherlands, April 2019
- "The Future of the Business of Teaching Business: Perspectives from a Large Land Grant Public Institution,"* invited talk at the Innovation in Undergraduate Business Education (IUBE), Big Ten Academic Alliance, Rutgers Business School, NJ, October 2017
- "A Transformative Mind Storm,"* Invited talk at the Schreyer Institute for Teaching Excellence Conference on Transformative Education, Penn State University, October 2015
- "Our Value Proposition: Putting the Why before the How in Undergraduate Teaching,"* Invited talk at the Smeal College of Business Faculty Teaching Lunch, Penn State University, April 2015
- "The Next Generation: A Pedagogical Overview of Business Integration,"* Invited talk at the Enterprise Integration Consortium - Industry Advisory Board Meeting, Penn State University, April 2012
- "Supply Chain Education: Bridging the Gap Between Classroom and Practice,"* Breakout Session at the Center for Supply Chain Research Fall 2011 Corporate Sponsors Meeting, Penn State University, November 2011
- "Verne's Challenge: Logistics Competitiveness for Global Trade Enterprises,"* Invited talk at the Universidad Santa Maria La Antigua, Colon, Panama, July 2009

MEDIA CONTRIBUTIONS (Selected)

- "*What Educators Need Now Is Resilience - 5 Practices to Help Overcome Adversity, Embrace Change, and Bring Your Best Self to Class*" Harvard Business Publishing Education article. November 18, 2021, <https://hbsp.harvard.edu/inspiring-minds/what-educators-need-now-is-resilience>
- "*Episode 11: From Industry to the Classroom*" Supply Chain Now (in Spanish) Interview by Enrique Alvarez and Demostenes Perez. August 2, 2021, <https://supplychainnow.com/espanol-11/>
- "*¿Cómo Podemos Mejorar la Visibilidad del Cliente?*" (In Spanish: *How Can We Improve Customer Visibility?*) No Shipping No Shopping Vodcast interview hosted by Demostenes Perez and Juan Carlos Croston. April 30, 2021, <https://youtu.be/We-yiTdaXHs>
- "*Your Work in the Supply Chain Matters*" Supply and Demand Executive podcast interview for LINK Educate Professional Development Podcast Series hosted by Mckenna Morales. August 27, 2020, <https://www.sdcexec.com/professional-development/podcast/21139728/link-educate-your-work-in-the-supply-chain-matters>

ACADEMIC SERVICE**Service to the University (Penn State)**

- Presidential Vision and Goals Enhancing Student Success Working Group: Academic Excellence Subgroup Co-lead, Benchmark Parameters subgroup Lead (2023)
- Search for the Executive Director of Undergraduate Admissions, Office of the Executive Vice President for Enrollment: Member (2023)
- Administrative Council for Undergraduate Education (ACUE): Chair (2022 - present)
- Ad Hoc Committee for Student Withdrawal Workflow, Office of the Vice President for Undergraduate Education: Chair (2022 - present)
- University Joint Taskforce on Teaching Assessment - Peer Review Sub-Committee: Member (2022 - present)
- Degree Audit/Degree Planner Taskforce, Office of the Vice President for Undergraduate Education: Co-chair (2021 - 2022)
- Student Laptop Initiative Taskforce, Office of the Vice President and Chief Information Officer: Member (2021 - 2022)
- Search for the Associate Dean of the Schreyer Honors College, Office of the Dean of the Schreyer Honors College: Member (2021)
- "Vámonos: Navigating Spaces and Community" Office of Undergraduate Admissions Latino(a) Prospective Student Recruiting Event: Keynote Speaker (2021)
- Search for the Vice President and Dean of Undergraduate Education, Office of the Executive Vice President and Provost: Member (2021)
- Administrative Fellows Program Review Committee, Office of the Vice Provost for Faculty Affairs: Member (2021)
- University Enrollment Management and Semester/Summer Course Delivery Interruption Group, Student Success (Team H): Member (2020 - present)
- University Enrollment Management and Semester/Summer Course Delivery Interruption Group, Robust Portfolio of Online and Remote Delivery Courses (Team G): Member (2020 - present)
- University Enrollment Management & Semester/Summer Course Delivery Interruption Group, First-Year Engagement Planning Team: Co-lead (2020 - present)
- Policies Impacting Equity (PIE) Taskforce, Office of the Vice President for Undergraduate Education and Faculty Senate: Member (2020 - present)

- Penn State 2025 – Curricular Coherence Guiding Principle #2 Committee, Office of the Provost: Member (2019 - present)
- LionPATH (PeopleSoft SIS) Governance Committee: Member/ACUE Representative (2019 - present)
- Admissions, Aid and Enrollment Committee, Administrative Council for Undergraduate Education: Committee Member (2019 - present)
- Administrative Council for Undergraduate Education (ACUE): Member (2017 - present)
- Penn State University Enterprise Integration Industry Board: Member (2008 - present)
- Certificate Ad-Hoc Committee, Administrative Council for Undergraduate Education: Committee Member (2019 - 2020)
- Administrative Fellows Selection Committee, Office of the Vice Provost for Faculty Affairs: Member (2018 - 2020)
- Return to Campus and Community (RTCC) Task Force, Instructional Issues Team: Member (2020)
- "Vámonos: The Journey Begins Here" Office of Undergraduate Admissions Latino(a) Prospective Student Recruiting Event: Keynote Speaker (2020)
- "Somos Penn State" University Latino(a) Outreach Campaign, Promotional Video: Featured Contributor (2020)
- Global Issues Committee, Administrative Council for Undergraduate Education: Committee Member (2018 - 2019)
- Classroom Scheduling Advisory Committee, Office of the Registrar: Committee Member (2018 - 2019)
- Academic Affairs Committee, Administrative Council for Undergraduate Education: Member (2017 - 2018)
- Undergraduate Enrollment Study Committee, Office of the Vice President for Undergraduate Education: Committee Member (2017 - 2018)
- Search for the Associate Vice President and Senior Associate Dean for Academic Affairs, Office of the Vice-president for Commonwealth Campuses: Member (2018)
- Schreyer Honors AC-14 Committee for Associate Dean of Student Affairs, Schreyer Honors College: Member (2018)
- Office of the Senior Vice President for Commonwealth Campuses: Administrative Fellow (2016 - 2017)
- Penn State Faculty Senate: Senator (2016 - 2017)
- Senate Committee on Curricular Affairs, Faculty Senate: Member (2016 - 2017)
- Faculty Senate Committee on Curricular Affairs, Writing Subcommittee: Member (2016 - 2017)
- Teaching Awards Selection Committee, Schreyer Institute for Teaching Excellence: Evaluator (2016 - 2017)
- Search Committee for the Executive Director of the Penn State Faculty Senate, Office of the Vice Provost for Academic Affairs: Member (2017)
- Equal Opportunity Planning Committee (EOPC) Grant Proposal Review Team: Reviewer (2017)
- Penn State Board of Trustees Committee on Academic Affairs and Student Life, July Meeting: Administrative Fellow Presenter (2017)
- Student Leader Scholarship Selection, Office of Student Activities: Evaluator (2015)
- Smeal Spring Commencement Faculty Marshal: Marshal with the Platform Party (2015)
- New Classroom and Laboratory Building (Ad-hoc) Committee, Office of the Vice President and Dean for Undergraduate Education: Member (2014)
- Faculty Coordinator Brazil Summer Abroad Program: Coordinator (2013)
- "Somos Familia" Unidos Students Society and Office of Undergraduate Admissions Latino(a) Prospective Student Recruiting Event: Keynote Speaker (2013)
- "Penn State Lives Here" University Branding Campaign, Video Interview/Promotional Film: Featured Contributor (2013)

- Penn State Schreyer Institute for Teaching Excellence Critical Thinking Assessment Test: Faculty Reviewer (2012)

Service to the College (Smeal)

- Diversity Committee: Member (2019 - present)
- Board of Visitors Undergraduate Education Subcommittee: Member (2017 - present)
- Advisory Committee: Member (2017 - present)
- Management Committee: Member (2017 - present)
- Undergraduate Policy Committee: Member (2017 - present)
- Honor and Integrity Committee: Member (2013 - present)
- Undergraduate Case Competition (Deloitte): Faculty Judge (2013 - present)
- Business Opportunities Summer Session (BOSS), Office of Diversity Enhancement Programs: Presenter (2009 - present)
- Search Committee for the Academic Integrity Officer for the Smeal College of Business: Member (2022)
- Search Committee for the Associate Dean for International Programs for the Smeal College of Business: Member (2022)
- Search Committee for the Faculty Director of the Sapphire Academic Leadership Development Program for the Smeal College of Business: Member (2022)
- Search Committee for the Strategic Human Resource Partner for the Smeal College of Business: Member (2022)
- Undergraduate Faculty Supplemental Compensation Analysis Taskforce (2021-2022)
- Faculty Search Committee for the Risk Management Department: Member (2021)
- AC-14 Administrative Review Committee for the Chair of the Management and Organization Department, Smeal College of Business: Member (2021)
- Search Committee for the Chief Marketing Officer and Assistant Dean for Strategic Communication: Member (2019 - 2020)
- AC-14 Administrative Review Committee for Assistant Dean of Diversity and Inclusion, Smeal College of Business: Member (2020)
- AACSB Accreditation Visit: Administrative Team Discussion Participant (2019)
- Penn State Multicultural Women "Global Exchange" Panel: Panelist (2016 - 2018)
- Annual Doctoral Teaching Camp: Faculty Coordinator (2011 - 2018)
- Campus College Outreach Committee: Member (2016 - 2017)
- Women in Supply Chain Panel, Smeal MBA and Deloitte Consulting: Panelist (2017)
- Spend a Summer Day Recruiting Event: Faculty Volunteer (2010 - 2016)
- Deloitte National Case Competition: Faculty Advisor (2014 - 2015)
- Sapphire Program Leadership: Project Advisor (2011 - 2015)
- Accepted Student Program Faculty Open Office: Faculty Host (2012 - 2015, 2010)
- Career and Corporate Connections International Student Career and Professional Development Video: Featured Contributor (2015)
- MBA Case Competition (Chevron): Faculty Judge (2013 - 2014)
- AACSB Accreditation Visit: Teaching Faculty Discussion Participant (2014)
- Sapphire Leadership Program: Application Reviewer (2014)
- Smeal Synopsis Website: Guest Writer (2013)
- Board of Visitors: Faculty Presenter (2012)

Service to the Department (Supply Chain and Information Systems)

- Supply Chain Management Association, Penn State SCMA: Faculty Advisor (2022 - present)
- Sigma Chi Mu Tau, Supply Chain Honor Society: Faculty Advisor (2021 - present)
- Center for Supply Chain Research: Faculty Affiliate (2011 - present)
- SCM 301 – Introduction to Supply Chain Management Curricular Review Committee: Co-lead (2020 - 2022)
- CLX Logistics Executive Forum: Discussant (2019)
- Women Impacting Supply Chain Excellence (WISE) Future Leaders Symposium at the University of Arkansas: Faculty Mentor (2019)
- Center for Supply Chain Research Armada Spring Panel: Moderator (2019)
- Center for Supply Chain Research Spring Talent Forum: Discussant (2019)
- APICS Smeal Student Chapter: Advisor (2008 - 2017)
- Clinical Faculty Search Committee: Member (2008 - 2017)
- Traffic Club of Denver Jerry R. Foster Student Competition at Operation Stimulus: Advisor (2016, 2014, 2013)
- APICS Mid-Atlantic Supply Chain Undergraduate Case Competition: Advisor (2011 - 2016)
- Rutgers University Supply Chain Case Competition: Advisor (2015)
- University of Minnesota/3M Supply Chain Case Competition: Advisor (2013 - 2014)
- SCM 497A Case Analysis: Presenter (2013 - 2014)
- Supply Chain Case Competition Tryouts: Co-Organizer (2013 - 2014)
- General Motors/Wayne State Supply Chain Undergraduate Case Competition: Advisor (2011 - 2014)
- Extraordinary Education Strategic Plan Review Committee: Member (2013)
- Russian Standard Case Competition: Faculty Advisor (2013)
- University of Minnesota/3M Supply Chain Case Competition, Advisor (2013)
- SCM 450W Writing-Intensive Course Proposal: Author (2010)
- Clinical Faculty Search Committee: Member (2010)
- 11th Annual FedEx Freight International Graduate Logistics Case Competition: Faculty Advisor (2008)

External Service and Engagement

- Council for Supply Chain Management Professionals (CSCMP) Academic Strategies Committee: Member (2022 - present)
- Council for Supply Chain Management Professionals (CSCMP) Academic Research Symposium - Doctoral Dissertation Award Committee: Co-Chair (2022 - present)
- Council for Supply Chain Management Professionals (CSCMP) Academic Research Symposium - Teaching Innovations Conference Track: Chair (2022)
- UTP VIII International Conference on Engineering, Science, and Technology (IESTEC 2022), Panama City, Panama: Reviewer (2022)
- Faculty Promotion External Reviewer for West Virginia University (2022)
- Council for Supply Chain Management Professionals (CSCMP) EDGE International Annual Conference 2020 and 2021 Conference Committee: Member (2019 - 2021)
- Inchainge B.V. (Netherlands), Advisory Board: Member (2019 - 2021)
- Faculty Promotion External Reviewer for the University of Nebraska (2020)
- Manufacturing Resource Center of the Lehigh Valley, Manufacturing Leadership Institute (MLI) Program: Presenter (2018 - 2019)
- Council of Supply Chain Management Professionals, 2019 EDGE Conference Keynote Panel: Moderator (2019)
- Borough of State College and Penn State's Sustainability Institute: Student Project Advisor (2014)

- Republic of Panama National Secretariat for Science, Technology, and Innovation (SENACYT), Expert Forum for Research and Development: Reviewer (2006 - 2012)
- CSCMP Doctoral Dissertation Award: Judge (2012)
- Computers and Operations Research: Article Reviewer (2011)
- Institute for Supply Management Women Executive Supply Management Summit Steering Committee: Member (2008)

Co-curricular service

- Penn State Chapter of the National Association of Black Accountants: Advisor (2021 - present)
- Penn State Chapter of the Women's Network: Advisor (2021 - present)
- Sigma Delta Tau Sorority Incorporated - Panhellenic Council/Office of Fraternity & Sorority Life: Faculty Advisor (2013 - present)
- Pillar (THON organization): Advisor (2010 - present)
- The Multi-faith Working Group of the Center for Ethics and Religious Affairs: Faculty Advisor (2008 - present)

Service at Purdue University

- Research and Teaching Assistant (NSF grant ECS-0120145 and National Cancer Institute grant 1R41CA91688-01, 2001-2002) (1998 - 2002)
- INFORMS Student Chapter: Secretary (1998 - 2002)
- Institute of Industrial Engineers Graduate-Undergraduate Mentoring program coordinator (1998 - 2000)
- Institute of Industrial Engineers Purdue Chapter: Executive Board Member (1998 - 2000)
- Industrial Engineering Student Advisory Council President (2000)
- Purdue Research Foundation Summer Grant (2000)
- INFORMS Purdue Student Chapter President (2000)
- Graduate Student Association liaison for the School of Industrial Engineering (1998 - 1999)

TEACHING EXPERIENCE

The Pennsylvania State University, Smeal College of Business

- SCM 301: Introduction to Supply Chain Management
- SCM 450W: Strategic Design and Management of Supply Chains
- BA 497: Global Logistics Immersion
- BA 302 and BA 302H (Honors): Introduction to Supply Chain Management
- SCM 494H: Schreyer Honors Undergraduate Thesis
- W&RSETA (South Africa) International Leadership Development Program: Introduction to Global Supply Chain Management, Executive Education
- SCM 496: Directed Independent Studies – Undergraduate Research Projects
- Essentials of Supply Chain Management – "Global Supply Chains: Challenge of Change," Executive Education
- BA 297C: Sapphire Leadership Seminar
- PSU 006: Smeal College of Business First-Year Seminar
- IB 399: Foreign Studies - Latin American Business Environment: Emphasis on Brazil
- SCM 800: Supply Chain Management (Masters)
- SCM 594: Master of Professional Studies in Supply Chain Management Research Project
- Global Supply Chain Strategy – "Latin America and the Caribbean," Executive Education

The University of Panama, School of Business Administration

- Doctoral Seminar in Advanced Distribution Strategies for the Management Science Doctoral Program

Purdue University, School of Industrial Engineering (Teaching Assistant)

- IE 536: Stochastic Models
- IE 579: Design and Control of Production and Manufacturing Systems
- IE 590Y: Case Studies in Operations Research
- IE 690A: AT&T Lucent Technologies Summer Optimization Course
- IE 335: Operations Research – Optimization
- IE 431: Industrial Engineering Design Project

Florida A&M University – Florida State University College of Engineering

- ESI 3312C: Operations Research I (Graduate Instructor)
- ESI 4313C: Operations Research II (Co-Instructor)
- EIN 4891: IE Senior Design Project (Teaching Assistant)

PROFESSIONAL DEVELOPMENT

- McKinsey & Co. Connected Leaders Academy (CLA) Hispanic & Latino Executive Leadership Program (2023)
- AACSB International Conference and Annual Meeting (2022 - 2023)
- Council for Supply Chain Management Professionals - CSCMP Conference (2011- present)
- National Undergraduate Business Symposium - NUBS (2018- present)
- Women in Business Education - founding member (2021 - present)
- AACSB Accreditation Conference (2017)
- APICS, the Association for Operations Management International Conference (2016, 2011, 2008)
- SAP Business Information Warehouse and SAP Advanced Planner and Optimizer Training (2003)
- Krannert School of Management Applied Management Principles Program, West Lafayette, Indiana (2002)
- Purdue University Basics of Teaching Workshop (2002)

PROFESSIONAL AND COMMUNITY AFFILIATIONS

- Osaze's Heart Community Scholarship Endowment Committee (Chair)
- Council for Supply Chain Management Professionals (CSCMP)
- National Undergraduate Business Symposium (NUBS)
- Women in Business Education (founding member)
- AACSB International Member Forum

INDUSTRY EXPERIENCE

- Supply Chain Senior Specialist - Process Enhancement Team, Latin American Operations, Kimberly-Clark Corporation (2005 - 2007)
- Advanced Planning and Optimization Senior Specialist, Latin American Operations, Kimberly-Clark Corporation (2002 - 2005)
- Metrology Engineering Intern, Cummins Engine Company Fuel Systems (1997 - 1998)
- Plant Layout and Work Methods Intern, Warnaco (1995)