

Professor Joo Y. Jung

The University of Texas Rio Grande Valley
Department of Management
(956) 665-7137
Email: joo.jung@utrgv.edu

Education

- MBA, Duke University, 2002.
Major: Business Administration
- PhD, University of Connecticut, 1992.
Major: Mechanical Engineering (Manufacturing)
- MS, University of Connecticut, 1988.
Major: Mechanical Engineering
- BS, University of Connecticut, 1986.
Major: Mechanical Engineering

Employment History

Academic - Administrative Assignments

PhD Program Director for College of Business Administrations. (May 2013 - May 2015).

Academic - Post-Secondary

- Professor, The University of Texas Rio Grande Valley, College of Business and Entrepreneurship. (September 2015 - Present).
- Associate Professor, The University of Texas - Pan American, College of Business Administration. (September 2009 - August 2015).
- Assistant Professor, The University of Texas - Pan American, College of Business Administration. (September 2003 - August 2009).
- Graduate Assistant, University of Connecticut. (1989 - 1990).

Professional

- Innovation Manager, LG Electronics. (2002 - 2003).
- Assistant Project Manager/Project Manager, ABB/Westinghouse Electric Company. (1993 - 2001).
- Senior Engineer/Principal Engineer, ABB. (1990 - 1993).

Licensures and Certifications

Project Management Professional (PMP), Project Management Institute.

Awards and Honors

College Excellence Award in Teaching. (May 2015).

MBA On Site Professor of the Semester, UTPA MBA Association. (December 2014).

Supervisor of the Year Nominee, UTPA. (May 2014).

Outstanding Paper Award, Emerald-International Journal of Quality & Reliability. (January 2014).

Best Paper Award: GBDI International Conference, Las Vegas, NV. (2012).

Student Research Mentor, UTPA COBA. (May 2011).

Outstanding Paper Award, Emerald-International Journal of Quality & Reliability. (January 2009).

UTPA Athletics Division Faculty Mentor, UTPA. (2005).

Professional Memberships

Institute for Supply Management.

Project Management Institute.

Academy of Management. (2015 - Present).

Decision Science Institute. (2013 - Present).

Development Activities Attended

Workshop, "Transforming Community Engagement Amid the Pandemic," UTRGV Center for Teaching Excellence. (September 25, 2020).

Workshop, "Academic Teaching with I-pad," UTRGV Center for Teaching Excellence. (September 17, 2020).

Workshop, "Academic Integrity," UTRGV Center for Teaching Excellence. (September 10, 2020).

Workshop, "Documenting Teaching Effectiveness for Annual Reviews," UTRGV Center for Teaching Excellence. (September 2, 2020).

Workshop, "Getting Started with Zoom Meetings - Zoom training," ZOOM. (May 1, 2020).

Workshop, "Fostering a Positive Faculty-Student Relationship in the Classroom," UTRGV Center for Teaching Excellence. (January 15, 2020).

Workshop, "Teaching Diversity-Diverse Teaching: Being Aware of Identities in the Class," UTRGV Center for Teaching Excellence. (November 15, 2019).

Self-Study Program, "QM Rubric Update Sixth Edition (RU)," Quality Matters. (January 2019).

Workshop, "Getting beyond the mundane: Designing engaging in class activities/assignments," UTRGV Center for Teaching Excellence. (April 17, 2018).

Workshop, "Using Creative Arts to reflect on teaching," UTRGV Center for Teaching Excellence. (December 12, 2017).

Workshop, "From Lecturing to Dynamic Lecturing: The type of lecture matters," UTRGV Center for Teaching Excellence. (November 15, 2017).

Workshop, "Using History, Culture & Local Ecology to inform teaching, learning & research in the RG : A Community Learning Exchange," UTRGV Center for Teaching Excellence. (October 30, 2017).

Workshop, "Blackboard Tegrity Training," UTRGV COLTT. (October 5, 2017).

Workshop, "Using Transparent Instruction to Improve Teaching Effectiveness," UTRGV Center for Teaching Excellence. (August 17, 2017).

Course syllabus review, UTRGV Center for Teaching Excellence. (March 2017).

Workshop, "Independent Applying the QM Rubric (APPQMR)," Quality Matters. (2016).

Workshop, "UTPA Supervisor Series Training." (2013).

Workshop, "Teaching Online in Higher Education Training at UTPA." (2011).

Workshop, "Faculty Support Program – Series and workshop." (2008).

Workshop, "WebCT Training at UTPA." (2005).

TEACHING

Teaching Experience

The University of Texas Rio Grande Valley

BADM 9110, Independent Study, 2 courses.
BADM 9310, Comps Independent Study, 1 course.
BADM 9391, Dissertation-Extension, 5 courses.
BADM 9690, Dissertation-Residency, 4 courses.
MGMT 1101, Leadership & Career Lab, 1 course.
MGMT 4300, Project Management in Korea, 4 courses.
MGMT 4363, Operations Management, 17 courses.
MGMT 6332, Management Seminar, 6 courses.
MGMT 6360, Production & Operations Mgmt, 25 courses.
MGMT 7300, Thesis I, 1 course.
MGMT 7301, Thesis II, 1 course.
MGMT 8322, Scholarship Seminar, 1 course.
MGMT 8388, Special Topics in Management, 1 course.

The University of Texas Pan American

BADM 9310, Comps Independent Study, 5 courses.
BADM 9391, Dissertation-Extension, 5 courses.
BADM 9690, Dissertation-Residency, 4 courses.

MGMT 3361, Principles of Mgmt, 3 courses.
MGMT 4300, Top-Internatnl Operations Mgmt, 2 courses.
MGMT 4363, Operations Management, 25 courses.
MGMT 4370, Project Management, 7 courses.
MGMT 6332, Management Seminar, 3 courses.
MGMT 6360, Prod & Operations Mgmt, 17 courses.
MGMT 7300, Thesis, 1 course.
MGMT 8322, Scholarship Seminar, 1 course.

Directed Student Learning

- Dissertation Committee Chair, Management (UTPA), MGMT, (August 2018 - Present)
Tony Lynch
- Graduate Supervised Research, "Sustainability and corporate performance," Department of Management, MGMT, (August 2020 - May 2021)
Simi Chowdhury
- Undergraduate Supervised Research, "Leadership and Career Lab," MGMT 1101, (January 2019 - May 2019)
Andrea Morrison
- Master's Thesis Committee Chair, Management (UTPA), MGMT, (August 2018 - May 2019)
Taiwo Abraham
- Graduate Directed Individual/Independent Study, "Project Management Office Sustainability," Department of Management, MGMT 6332, (July 2017 - August 2017)
Taiwo Abraham
- Graduate Directed Individual/Independent Study, "Special Topics - International Operations Management," Department of Management, MGMT 6332, (January 2017 - May 2017)
Michelle Saucedo
- Graduate Directed Individual/Independent Study, "International Project Management," Department of Management, MGMT 6332, (January 2017 - May 2017)
Nora Espinoza
- Dissertation Co-Chair, "THE COMPETITIVE ENVIRONMENT OF COMMUNITY BANKING AND THE POTENTIAL IMPACT ON MICROENTERPRISE ENTREPRENEURS' ACCESS TO BANK FINANCING," Other (within UTRGV), MGMT, (2013 - December 2015)
Robert Morrison
- Dissertation Committee Chair, "THE RELATIONSHIPS BETWEEN MANAGERIAL METACOGNITION, TOTAL QUALITY MANAGEMENT, AND A FIRM'S SUSTAINABLE COMPETITIVE ADVANTAGES: AN EMPIRICAL INVESTIGATION BASED ON STRUCTURAL EQUATION MODELING ANALYSIS," Management (UTPA), MGMT, (2013 - August 2015)
Youngsik Cho

RESEARCH

Published Intellectual Contributions

Conference Proceeding

- Rew, D., Chowdhury, S.** , Jung, J. Y. (2021). *The Effect of Total Quality Management on the Relationship between Organizational Citizenship Behavior and Corporate Sustainability*. Virtual: Decision Science Institute 52nd Annual Conference.
- Rew, D., Jung, J. Y., Choi, W. (2021). *The Role of Total Quality Management on the Relationship between Organizational Citizenship Behavior and Corporate Sustainability Elements*. Virtual: Decision Science Institute 52nd Annual Conference.
- Lynch, T., Luse, W., Jung, J. Y. (2021). *Strategic Disclosure of Disruptions and Firm Stock Performance - An Event Study*. Virtual: Academy of Management.
- Lynch, T. K., Jung, J. Y. (2021). *The relation Between Gray Swans, Buyer-Supplier Relationship, and Operational Performance*. Virtual: Production and Operations Management Society (POMS) 21st Annual Conference Proceedings.
- Lynch, T.** , Jung, J. Y., Cruthirds, K., Lovett, S. (2019). *An Empirical Investigation into the Relation Between Gray Swans and Operating Performance*. New Orleans: Decision Science Institute.
- Abraham, T.** , Jung, J. Y., ** (2019). *Management of Change and Project for Business Results*. New Orleans: Decision Science Institute.
- Abraham, T.** , Jung, J. Y., Lovett, S. (2019). *PMO Longevity & Implementation Phase Variables*. Boston, MA: Academy of Management.
- Lynch, T.** , Jung, J. Y. (2019). *Capturing Gray Swans in the Supply Chain*. Washington D.C.: Production and Operations Management Society (POMS) 19th Annual Conference Proceedings.
- Rew, D.** , Jung, J. Y., Cha, W., Cheon, K.** (2018). *Finding the Relationship between Service Quality and Productivity*. Chicago: Decision Science Institute.
- Hwang, J. Y., Jung, J. Y. (2016). *CSR and Employee Satisfaction: Mediating Role of Marketing Innovation*. Austin, Texas: Decision Science Institute.
- Morrison, R. D., Jung, J. Y., Jackson, D. O., Sturges, D. (2016). *The competitive environment of community banking: Impact on microenterprise access to bank financing*. Anaheim, CA: Academy of Management.
- Cho, Y. S., Jung, J. Y. (2014). *Relationships between Strategic Leadership, QM Practices and Performances: An Empirical Study in the US and China Manufacturing*. Decision Science Institute.
- Cho, Y. S., Jung, J. Y. (2014). *An Empirical Analysis of the Effect of Behavioral Quality Management on the Relationship between Technical Quality Management and Firm Performance*. Decision Science Institute.
- Cha, W., Welbourne, J. L., Jung, J. Y. (2014). *Are You Not Impressed? The Investigation of Organizational Citizenship Behavior and Corporate Philanthropy*. HUSTON, TX: DECISION SCIENCES INSTITUTE.
- Cho, Y. S., Jung, J. Y. (2013). *The Impact of Top Management Leadership on Total Quality Management: An Empirical Study of USA vs. China..* Decision Science Institute.

Cho, Y. S., Jung, J. Y. (2012). *Blue Ocean Strategy VS. Competitive Strategy: The Effect of Business Strategic Choices on Firm Performance, According to Industry Life Cycle*. Las Vegas, NV: Global Business Development Institute.

Jung, J. Y., Wang, Y. (2008). *Organizational Strategy, TQM Practices, and Continuous Improvement of International Project Management: A Contingency study*. La Jolla, CA: Production and Operations Management Society (POMS) 19th Annual Conference Proceedings.

Jung, J. Y., Atamian, R., Sturges, D. (2008). *Enhancing Project Cost Management through Teamwork and Information System* (pp. 423-432). Houston, TX: South West Decision Science Institute Conference Proceedings.

Buentello, O.**, Jung, J. Y., Sun, J. (2008). *Exploring the casual relationships between Organizational Citizenship Behavior, Total Quality Management, and Performance* (pp. 78-87). Houston, TX: 2008 South West Decision Science Institute Conference Proceedings.

Jung, J. Y., Sturges, D. (2004). *Continuous Improvement Project Selection Mindset Spectrum*. Las Vegas, Nevada: International Business & Economics Research Conference Proceeding.

Instructor's Manual

Jung, J. Y., Cho, Y. S., Beck, A. (2013). *Teaching Note – More School or Less Tax: Optimizing the Negotiation Results*. (pp. 1-9). London, ON: Ivey Publishing.

Journal Article, Academic Journal

Rew, D., Jung, J., Lovett, S.**, ** (2020). Examining the relationships between innovation, quality, productivity, and customer satisfaction in pure service companies. *The TQM Journal, Volume 33*(Number 1), Page 57-70. <https://doi.org/10.1108/TQM-10-2019-0235>

Rew, D.**, Jung, J. Y., Cha, W. (2018). Service productivity vs. service quality: a zero-sum game? *International Journal of Quality & Reliability Management, 35* (9)(2018), 1 - 18. <https://doi.org/10.1108/IJQRM-01-2017-0019>

Cho, Y., Jung, J. Y., Linderman, K. (2017). The QM evolution: Behavioral quality management as a firm's strategic resource. *International Journal of Production Economics, 191*(2017), 233–249.

Cho, Y., Maysami, R., Jung, J. Y., Lee, C. (2016). An empirical investigation of the universal effectiveness of quality management practices: A structural equation modeling approach. *International Journal of Supply and Operations Management, 3*(1), 1102-1111.

Cho, Y. S., Jung, J. Y. (2014). The Verification of the Effective Leadership Style for TQM: A Comparative Study between USA-based Firms and China-based Firms. *International Journal of Quality and Reliability Management (***SJR Q1 Journal), 31*(7), 822-840.

Cho, Y. S., Jung, J. Y. (2014). The Relationship between Metacognition, Entrepreneurial Orientation, and Firm Performance: An Empirical Investigation. *Academy of Entrepreneurship Journal, 20*(2), 71-84.

Yunis, M., Jung, J. Y., Chen, S. (2013). TQM, Strategy, and Performance: A Firm-Level Analysis. *International Journal of Quality & Reliability Management, 30*(6), 690-714.

- Cho, Y. S.** , Jung, J. Y. (2013). Blue Ocean Strategy vs. Competitive Strategy: The Effect of Business Strategic Choices on Firm Performance, According to the Industry Life Cycle. *International Research Journal of Business and Economics*, 1(1), 36-45.
- Jung, J. Y., Cho, Y. S.** , Beck, A. (2013). More School or Less Tax: Optimizing the Negotiation Results. *Ivey Publishing*, 1-8.
- Wu, S., James, M. X., Wang, B., Jung, J. Y. (2012). An agency approach to family business success in different economic conditions. *International Journal of Management Practice*, 5(1), 25-36.
- Shin, S. H.** , Jung, J. Y. (2010). Which top managements are paid more? Commercial banks and security brokers and dealers. *International Journal of services and standards*, Vol.6(2), 95-111.
- Chugani, S.** , Jung, J. Y. (2010). KALMART'S "BONE MARROW DRIVE" PROJECT MANAGEMENT. *Journal of the International Academy of Case Studies*, 16(Number 3), 1-8.
- Chugani, S.** , Jung, J. Y. (2010). KALMART'S "BONE MARROW DRIVE" PROJECT MANAGEMENT Instructor's Manual. *Journal of the International Academy of Case Studies*, 16(Number 4), 1-25.
- Jung, J. Y., Wang, Y., Wu, S. (2009). Competitive strategy, TQM practice, and continuous improvement of international project management. *International Journal of Quality & Reliability Management*, 26(2), 164-183.
- Jung, J. Y. (2009). Operational Improvement Project Management: Categorization and Selection. *Journal of the International Academy of Case Studies*, 15(3), 73-82.
- Jung, J. Y. (2009). Operational Improvement Project Management: Categorization and Selection Teaching Note. *Journal of the International Academy of Case Studies*, 15(4), 61-66.
- Liang, X., Wu, S., Jung, J. Y. (2009). Recoupling Compensation-Performance Relationship: A mediating role of Performance. *International Journal of Human Resources Development and Management*, 9(4), 317-333.
- Wu, S., Jung, J. Y. (2008). Entrepreneurship training programs: are they helpful to nascent entrepreneurs? *Journal of Entrepreneurship Education*, 11, 43-51.
- Jung, J. Y., Hong, S.** (2008). Organizational citizenship behavior (OCB), TQM and performance at the maquiladora. *International Journal of Quality & Reliability Management*, 25(8), 793-808.
- Jung, J. Y., Su, X., Baeza, M.** , Hong, S.** (2008). The effect of organizational culture stemming from national culture towards quality management deployment. *The TQM Journal*, 20(6), 622-635.
- Jung, J. Y., Wu, S. (2007). Determining more successful candidates for Far-East projects: Case study of South Korea & China. *Journal of Business and Public Affairs*, 1(1).
- Jung, J. Y., Lim, S. G. (2007). Project categorization, prioritization and execution based on Six Sigma concept: A case study of Operational Improvement Project. *Project Management Journal*, 38(1), 55-60.
- Jung, J. Y., Wang, Y.** (2006). Relationship between Total Quality Management (TQM) and Continuous Improvement of International Project Management (CIIPM). *Technovation: The*

Written Case with Instructional Material

Haarer, K., Hannane, N., Zapata-Flores, L., Jung, J. Y. (2011). *Supply Chain Management at International Automotive* (10/31/2011 ed., pp. 9). Ontario: IVEY Business Journal.

Wu, Y.-C.**, Jung, J. Y. (2010). *Are we ready for an automotive plant?* (pp. 15). Ontario: IVEY Business Journal.

Wu, Y.-C.**, Jung, J. Y. (2010). *Are we ready for an automotive plant? Teaching Note* (pp. 5). Ontario: IVEY Business Journal.

Presentations Given

Abraham, T.**, Jung, J., (November 2019). *Management of Change and Project for Business Results*, Decision Sciences Institute 50th Annual Meeting Decision Sciences INstitute in New Orleans.

Lynch, T. N.**, Jung, J., Cruthirds, K., Lovette, S., (November 24, 2019). *An Empirical Investigation into the Relation Between Gray Swans and Operating Performance*, Decision Sciences Institute 50th Annual Meeting Decision Sciences INstitute in New Orleans.

Lynch, T. N.**, Jung, J. Y., (May 6, 2019). *Man-Made Supply Chains: An Empirical Investigation of Gray Swans in the Supply Chain*, POMS 30th Annual Conference Production and Operations Management Society in Washington, DC.

Hwang, J. Y.**, Jung, J. Y., (November 2016). *CSR and Employee Satisfaction: Mediating Role of Marketing Innovation*, Decision Science Institute.

Cha, W.**, Welbourne, J. L., Jung, J. Y., (2014). *Are you not impressed? The investigation of organizational citizenship behavior and corporate philanthropy.*, Decision Sciences Institute in Tampa, FL.

Cho, Y. S., Jung, J. Y., (November 2014). *An Empirical Analysis of the Effect of Behavioral Quality Management on the Relationship between Technical Quality Management and Firm Performance*, 45th Annual Conference of the Decision Science Institute Decision Science Institute in Tampa, FL, USA.

Cho, Y. S., Jung, J. Y., (November 2014). *Relationships between Strategic Leadership, QM Practices and Performances: An Empirical Study in the US and China Manufacturing*, 45th Annual Conference of the Decision Science Institute Decision Science Institute in Tampa, FL, USA.

Cho, Y. S.**, Jung, J. Y., (November 2013). *The Impact of Top Management Leadership on Total Quality Management: An Empirical Study of USA vs. China*, 44th Annual Conference of the Decision Science Institute DSI in Baltimore, MD, USA.

Cho, Y. S., Jung, J. Y., (December 2012). *Blue Ocean Strategy VS. Competitive Strategy: The Effect of Business Strategic Choices on Firm Performance, According to Industry Life Cycle*, 17th Global Business Development Institute International Conference in Las Vegas, NV.

Jung, J. Y., Wang, Y., (May 2008). *Organizational Strategy, TQM Practices and Continuous Improvement of International Project Management: A Contingency Study*, 2008 POMS Annual Conference POMS in La Jolla, CA.

Sturges, D., Jung, J. Y., (October 2004). *Continuous Improvement in Project Selection Mindset Spectrum.*, 2004 International Business and Economic Research Conference in Las Vegas, NV.

Contracts, Grants and Sponsored Research

Funded Grant

Sturges, D. (Co-PI), Jackson, D. O. (Co-PI), Jung, J. Y. (Co-PI), "Implementation of New Online Programs with Quality Matters Development: Variables to Make It More Effective and Efficient.," Sponsored by Academic Partnerships, State, \$5,000.00. (September 25, 2012 - May 31, 2013).

Jung, J. Y., Cho, Y. S. (Co-PI), "Blue Ocean Strategy vs. Competitive Strategy: Entrepreneurial Strategic Choice based on Industry Life Cycle," Sponsored by Office of Research and Sponsored Projects, The University of Texas Rio Grande Valley, \$3,000.00. (March 2012 - August 2012).

Research Currently in Progress

"An Empirical Investigation of Human-Oriented Versus System-Oriented Quality Practices in USA and China Manufacturing" (Writing Results).

"Attitudes and Aspirations that Prompt Early Stage Agricultural Entrepreneurs Actions" (Writing Results).

Entrepreneurship research is experiencing a burgeoning growth in recent years. We investigate the relationship between entrepreneurial attitudes and aspirations to the decision to start a business in the agricultural sector versus the non-agricultural entrepreneurs. This study uses the 2012 Adult Population Survey data from the GEM project. The findings of this study show that confidence in skills, status and respect, product newness, and process newness affect differently the agricultural versus the non-agricultural early-stage entrepreneurial activity.

"Implementation of New Online Programs with Quality Matters Development: Variables to Make It More Effective and Efficient." (On-Going).

A fact finding effort to determine decision points in development of new online programs.

"PMO Longevity and Implementation Variables: A Case Study" (On-Going).

Submitted to the Project Management Journal.

Request for revision, due October 13.

"Quality and Productivity in Pure Service Companies".

The paper is completed.

We are considering target journals.

"The Relationships among Behavioral QM, Technical QM, and Firm Performance:A Review and Empirical Verification" (Writing Results).

Currently under the R&R stage for publication in the International Journal of Production Research.

SERVICE

Department Service

- Committee Member, Annual Promotion/Tenure Evaluation. (2009 - Present).
- Assistance, Arranging industry interviews for faculty members. (2005 - Present).
- Committee Member, Faculty Search Committee. (2003 - Present).
- Participant, Department Student Learning Outcome. (August 2019 - August 2020).
- Participant, Department Student Learning Outcome. (August 2018 - August 2019).
- Department Student Learning Outcome Coordinator. (2012 - 2013).
- Committee Member, Department Strategic Committee. (2005 - 2007).
- Committee Member, Annual Merit Evaluation Committee. (2003 - 2004).

College Service

- Committee Member, VCOBE Masters Committee. (May 2016 - Present).
- Committee Member, Grade Appeal Committee. (August 2020).
- Committee Member, Grade Appeal Committee. (May 2020).
- Committee Member, Department of Accounting Post Tenure Review Committee. (September 2018 - October 2018).
- Participant, VCOBE AACSB undergraduate SLO Oral communication review. (November 2016 - December 2016).
- Department of Information Systems faculty search committee AAA. (2015).
- Committee Member, Department of Information Systems Tenure and Promotion Committee. (2015).
- PhD Program Director. (May 2013 - May 2015).
- Finance/Economics department faculty search committee AAA. (2014).
- Faculty Advisor, UTPA Student Organization – LAMNA. (2013 - 2014).
- Marketing department faculty search committee AAA. (2011 - 2014).
- Student Learning Outcome (SLO) Coordinator. (2012 - 2013).
- Proctor, COBA Senior ETS Examination. (2007 - 2012).
- Committee Member, New Student Scholarship and Recruitment Committee. (2007 - 2011).

Committee Member, Research and Faculty Development Committee. (2007 - 2011).

Committee Member, Research and Scholarship Committee. (2007 - 2011).

Faculty Mentor, Student Leadership Program (SLP) for Elias Tamez Jr. (2007 - 2008).

Faculty Mentor, Bridge Program for Elaisa Romero. (2006 - 2007).

Assistant/Presenter, College of Business Administration & Career Services. (October 2007).

Committee Member, Grade Appeal Committee. (September 2006).

University Service

Committee Chair, International Programs Advisory Committee (IPAC). (May 2017 - Present).

Faculty Mentor, Office of Global Engagement. (2017 - Present).

Committee Member, Creating an Interdisciplinary minor in Asian Studies. (January 2016 - Present).

Faculty Mentor, Office of International Programs. (2008 - 2016).

Graduate Council. (2014 - 2015).

LAMNA Student Organization Faculty Advisor. (2013 - 2014).

AAA, UTPA COECS Dean Search Committee. (2013).

Committee Member, University Admissions Committee. (2010 - 2013).

Task Force Member, President's initiative for Improving University Effectiveness. (2010 - 2011).

Student Investment Club Faculty Advisor. (2009 - 2010).

Faculty Senate, UTPA Faculty Senate. (2008 - 2009).

Committee Member, University Student Awards and Recognition Committee. (2005 - 2009).

Committee Member, Library Committee. (2005 - 2008).

Guest Speaker, University of Texas-Pan American, College of Education, Ph.D. Seminar. (April 2006).

Recognizee, UTPA Athletics Division in Student-Athletes Spring Dessert. (2005).

UTPA Representative, UTPA HESTEC. (2004 - 2005).

Professional Service

International Journal of Quality and Reliability. (2009 - Present).

International Journal of Management Reviews. (2009 - 2011).

International Journal of Services and Standards. (2009 - 2011).

Technovation, The International Journal of Technological Innovation, Entrepreneurship and Technology Management. (2008 - 2010).

European Journal of Operational Research. (2007 - 2009).

video contest facilitator and mentor, Wiley Operations Management. (2008).

POMS 19th Annual Conference, La Jolla, CA. (May 2008).

South West DSI Annual Conference, Houston, TX. (March 2008).

Wiley Publication: Modeling for Insight: A Master Class for Business Analysts. (2007).

Public Service

Assistance, VCOBE student organization Thanksgiving turkey delivery. (November 2017 - Present).

Training/Scholarship, Business development and local industry. (2008 - Present).

Coordinator, UTRGV Office of International Programs. (2008 - Present).

Assistance, MEDC, McAllen, TX. (2003 - Present).

Task Force Member, City of Hidalgo. (2014).

Assistance, Valley Initiative for Development and Advancement Lean Management Project. (2014).

Consulting

For Profit Organization, Samkwang America Corporation, Reynosa, Mexico. (June 2013).

* indicates undergraduate student

** indicates graduate student