
EDUCATION

Ph. D., Human Resource Development (PhD), May 2015

Texas A&M University – College Station, TX

Master of Business Administration (MBA), May 2000

University of Texas – Pan American, Edinburg, TX

Bachelor of Business Administration (BBA), May 1996

Concentration: Management and Total Quality Management (TQM)

Texas A&M University – Kingsville, TX

CERTIFICATIONS - Summarized

- Business Incubator Management Certified, National Business Incubator Association – In progress
- Certified Professional in Learning & Performance (CPLP) – Association for Talent Development – In progress
- Cornerstone Learning Management Systems Certified Implementation Partner, 2014
- Korn Ferry Leadership Architecture Certified, 2013
- Balance Scorecard Certification, Palladium Kaplan-Norton, 2012
- American College of Healthcare Executives – FACHE 2011
- Six Sigma Black Belt Certified. 2010
- Myers Briggs Type Indicator – Certified. 2010
- Development Dimensions International (DDI) – Certified Leadership and Change Management 2010
- Franklin Covey – Certified Facilitator. 2008
- National Association of Workforce Development Professionals (CWDP), 2004
- Certificate in Economic Development, American Economic Development Council, 2002
- South Texas Border Region, Business Development -Certified Business Advisor, 2000

ACADEMIC POSITIONS

Lecturer, Professor of Practice

Robert C. Vackar College of College of Business & Entrepreneurship
- Department of Management
The University of Texas-Rio Grande Valley, Edinburg, TX

September 2015 – Present

Organizational Development Manager

Office of Human Resource
The University of Texas-Rio Grande Valley, Edinburg, TX

May 2019 – Present

Adjunct Faculty

College of Business Administration - Department of Management
The University of Texas-Pan American, Edinburg, TX

September 2007–May 2015

Faculty Member

School of Business – Leadership, Management & Human Resources
The University of Phoenix, McAllen Campus

October 2012 – May 2015

TEACHING INTERESTS

- Strategic Human Resource Management
- Human Resource Development
- Compensation & Benefits
- Organizational Leadership & Change

COURSES TAUGHT

Undergraduate

Human Resource Management
 Compensation
 Recruitment & Selection
 Organizational Training & Development
 Organizational Behavior
 Fundamentals of Human Resource Management
 Change Management
 Foundations of Management
 Entrepreneurship

Graduate

Human Resource Management in Healthcare
 (Online/Accelerated)
 Healthcare & Organizational Design
 Organizational Leadership & Change (Online)
 Operations Management
 Strategic Planning & Management
 Organizational Development
 Introduction to Leadership Theories

COURSES/PROGRAMS DEVELOPED

- Human Resource Management in Healthcare (Graduate: UTPA - Online/Accelerated)
- Healthcare & Organizational Design (Graduate: Texas A&M Kingsville – Online)
- Business Sustainability (Undergraduate: University of Phoenix)
- Training & Development Professional Certification (RGV Program), Texas A&M University (2015)
- Curriculum Development/Trainer, Physician Management Certificate Program, Continuing Education, The University of Texas-Pan American, Edinburg, TX (2014)
- Telemedicine Curriculum Design Committee - California Telemedicine and eHealth Center (2011)

RESEARCH INTEREST

- Developing Talent Management Strategies
- Virtual Human Resource Development

PUBLISHED WORKS

Garza, M. E. (2004). Workforce development instructional systems design model for border displaced workers. In Jose Pagan (Eds.), *Worker Displacement in the US/Mexico Border: Issues and Challenges*, Edward Elgar Publishing.

REFEREED CONFERENCE PROCEEDINGS

Plunkett, B. L., Egan, T. M. & Garza, M. E. (2004). Current status of executive coaching intervention as identified by selected consultants to multinational organizations. *Proceedings of the 2004 Academy of Human Resource Development Conference*. Austin, TX: Academy of Human Resource Development. (Peer Reviewed)

Garza, M. E (2002). Current entrepreneurship and workforce development instructional design models used along border regions. *Proceedings of the 2002 Rio Bravo Conference*. San Antonio, TX: Hispanic Research Center at UTSA.

AUTHORED PUBLICATIONS (Abbreviated List)

- Garza, M. E (2015). Paths to Entrepreneurship. *Business Advisor Magazine*.
- Garza, M. E (2014). Why Workplace Giving and Volunteering Drives Employee Engagement. *Business Advisor Magazine*.
- Garza, M. E (2014). Performance Management Myths & Facts. *Business Advisor Magazine*.
- Garza, M. E (2014). Designing a drug free workplace and substance abuse policy. *Business Advisor Magazine*.
- Garza, M. E (2014). The difference between leadership development and mentoring explained. *Business Advisor Magazine*.
- Garza, M. E (2014). Developing a successful leadership development program. *Business Advisor Magazine*.
- Garza, M. E (2013). The Employee Lifecycle: How do you utilize human resources to achieve and enhance organizational performance? *Valley Business Report*. (April 2013)
- Garza, M. E (2013). Employee Progressive Discipline? *Valley Business Report*. (Aug 2013)
- Garza, M. E (2013). Developing Employees: Performance Appraisal Basics. *Valley Business Report*. (July 2013)
- Garza, M. E (2013). Interviewing Employees *Valley Business Report*. (June 2013)
- Garza, M. E (2013). Employee recruiting strategies. *Valley Business Report*. (May 2013)

MANUSCRIPTS IN PROGRESS

- Garza, M. E. & Dooley, L. M. "Leadership development in health care institutions as its impacts on employee retention and stakeholder satisfaction" *Advances in Developing Human Resources*.

AWARDED GRANT PROPOSALS (Abbreviated List)

- Texas Workforce Commission - Skills Development Fund (2015). Customized job-training programs Healthcare practices Grant award, \$1,200,000.
- Office of the Governor Rick Perry - Texas Enterprise Fund (2004). Customized job-training program for new or expanding companies. Grant award, \$885,300
- Texas Workforce Commission - Skills Development Fund (2003). Customized job-training programs in local industry. Grant award, \$83,000.
- Texas Workforce Commission - Skills Development Fund (2002). Customized job-training programs in local industry. Grant award, \$925,000.

CONFERENCE/TRAINING PRESENTATIONS (Abbreviated List)

Presenter, Society of Human Resource Management (SHRM) RGV Annual Symposium (2015, 2016, 2017, 2018, 2019, 2020)

Presenter, Lift Fund, Office of Sustainability, HR Fundamentals for Small Business, McAllen, TX (March 2015)

Presenter, The Sustainable Energy for South Texas Symposium, Office of Sustainability, The University of Texas-Pan American, Edinburg, TX (February 2015)

Trainer/Presenter, Social Media Job Search 101, Continuing Education, The University of Texas-Pan American, Edinburg, TX (March 2014)

Curriculum Development/Trainer, Physician Management Certificate Program, Continuing Education, The University of Texas-Pan American, Edinburg, TX (2014)

Trainer/Presenter, HR Fundamentals for Small Business, Small Business Development Center, The University of Texas-Pan American, Edinburg, TX (February 2015)

Trainer/Presenter, HR 101 for small business, the Veterans Business Opportunity Committee, The University of Texas-Pan American, Edinburg, TX (February 2015)

PROFESSIONAL SERVICE ACTIVITIES

- Reviewer, Annual Meeting proceedings of the Academy of Human Resource Development, Houston, TX, 2014
- Reviewer, Annual Meeting proceedings of the Academy of Human Resource Development, Arlington, VA, 2013
- Reviewer, Annual Meeting proceedings of the International Coaching Federation, San Jose, CA, 2005

PROFESSIONAL EXPERIENCE

Organizational Development Director
May 2019 – Present

Office of Human Resource

The University of Texas-Rio Grande Valley, Edinburg, TX

Job Scope: Responsible for planning, organizing, implementation, and managing advanced institution wide consultation in the areas of organizational development and training. Provide advanced knowledge of functional procedures and best practices to meet University department needs.

UniqueHR, Border Region
2012 – May 2015

Job Scope: Professional Employer Organization that provides a full suite of Human resources outsourcing services including HR Services, Workers Compensation, Safety/Risk Management, Benefits and Payroll Administration.

HUMAN RESOURCE DEVELOPMENT INSTITUTE (HRDI)
2001 – May 2015
Principal Consultant and Owner

Job Scope: Contracted consultant, assist non-profit organizations/private businesses in facilitating of strategic planning projects, leadership development, customer service strategy, performance measurement systems, and coaching services.

- Implemented customer service model strategy, HR start-up and quality improvement systems and programs
- Developed two Retail Clinic service line feasibility studies and one service line Strategic Plan
- Developed succession planning strategy and patient satisfaction strategy
- Developed System-wide customer service strategy for 250 bed hospital facility to open early 2012 in Lakeway, Tx.

Health Professions of the Rio Grande Valley (HPA RGV) September 2014 – Present
Founder/Director (Volunteer Board Member)

Job Scope: 501C(6) Regional association of healthcare practices with mission to develop its members practice through the delivery of education and networking designed to enhance the medical group practice management capabilities.

Business Advisor Magazine 2013 – 2015
Co Founder, Chief Officer of Education

Job Scope: Responsible for develop educational content for regional magazine, mentoring program, and educational training events and programs.

ARAMARK HEALTHCARE, Valley Baptist Healthcare System, Harlingen, TX 2008 – 2012

Vice President, Support Services & Organizational Effectiveness

Job Scope: Develop leadership strategies for 550+ FTE employee Support Service Operations.

- Received National “I Impact in Action” Award (2010) – Studer Platform and Principles
- Increased patient satisfaction scores from 52nd percentile to the 80th percentile (PRC)

TELE HOMECARE SOLUTIONS (TeleHCS), Texas 2011 – 2012

Founder, Job Scope: Established Remote Patient Monitoring (RPM) service delivery service to connect patients, healthcare providers, technology device manufactures and Electronic Medical Records (EMR) through the development of a commercialized service delivery strategy.

LOWER RIO GRANDE WORKFORCE DEVELOPMENT BOARD 2005-2012

6th largest board in TX with annual operating budget in excess of \$75M.

Board Member (Strategic Planning Committee)

Job Scope: Develop vision, mission, *strategic plan*, and performance indices to measure strategy success. Build strategic partnership with local business partners, align resources, set operational plans, and monitor contracted performance. Oversee fiscal integrity. Serve as Workforce Entrepreneurship Planning Task Force Chair (Hidalgo, Starr, Willacy Counties)

T-MOBILE, USA 2003 – 2010

Managing Director / General Manager, Customer Care, Brownsville, TX 2008-2010

Job Scope: Lead all operational and support departments within site and develop / execute strategy to align functions and create conditions for Customer Service Call Center of 1,000+ FTE employee base to achieve and surpass business outcomes. Annual Operating budget: \$25M. Served as Member of National Strategy Development Team and Chair of Metrics and Performance Standards Sub-Committee.

- Successfully launched Brownsville and Mission, TX Call Center Sites (+2,000 FTE's).
- Received individual recognition as 2004 Champion (top 1% performer).
 - Ranked 2nd nationally in overall performance for 2009 (1st full year of operations).
 - Highest National Employee Satisfaction results for 2009 Survey.
 - Named Best Places to Work in Texas 2 years in a row 2008 and 2009.
 - Winner of Best Places to Work 2 years in a row 2004 and 2005.
 - Received JD Powers & Associates award for customer service excellence (2004, 2005 and 2006).
 - Achieved Customer Care Champion designation for ranking highest performing site (2004, 2005 and 2006).

Human Resource Manager, Customer Care, Mission, TX 2008-2009

Job Scope: Provide leadership for strategy and staff within Learning and Development, Leadership Development, and Human Resource Departments and partner with business leaders to create successful 950 FTE Care Call Center.

- Provided advice and counsel to develop, implement and maintain human resources practices and programs designed to enhance positive employee relations.
- Assured compliance of all employment / labor laws through programs, practices, policies, investigations and actions to minimize legal and / or monetary risks to the Company.

Leadership Development Manager, Customer Care, Mission, TX 2003-2008

Job Scope: Develop, coordinate, and deliver development programs for frontline leaders in the Customer Care call centers and contribute to the development of creative learning solutions to meet site needs.

- Formulated a learning plan for each leader that outlined the appropriate leadership classes.
- Coached and developed frontline leaders.

ACS, State and Local Solutions: Workforce Solutions, McAllen, TX 2002 – 2003

Director, Economic and Workforce Development Initiatives

Job Scope: Partner with economic development agencies to develop training services and workforce development programs for the purpose of attracting new and expanding existing industries.

- Partnered with business and industry to develop training assessments resulting in creation of area projects.
- Monitored 8 Workforce Delivery Centers.

SOUTH TEXAS COMMUNITY COLLEGE, McAllen, TX 2000 – 2002

Partnership for Business and Industry Training

Training Director, Customized Training Division

Job Scope: Plan and manage on-site and centralized business training operations including supervising the duties of 3 Project Training Specialist, 10 Trainers, and 4 Customer Techs. Oversee operating budget, purchasing, and billing.

- Delivered customized, communication, management, leadership, safety, and ISO quality training for Manufacturing, Transportation, Telemarketing, Telecommunication, Building Trades, and Safety Institutes.
- Participated in grant development and review process.

UNIVERSITY OF TEXAS – PAN AMERICAN, Small Business Development Center, Edinburg, TX 1998 – 2000

Training Manager & Business Consultant

Job Scope: Plan and manage small business training operations and projects. Oversaw operating budget and purchasing.

- Researched and developed grant proposals used to expand business development and training services.
- Provided one-on-one coaching and business strategy planning to over 120 existing and startup businesses

KINGSVILLE CHAMBER OF COMMERCE, Small Business Development Center, Kingsville, TX 1996 – 1998

Executive Director

Job Scope: Plan and execute activities of 2 business development specialist, and 3 administrative staff following grant guidelines to 7 county service area.

- Researched and developed grant proposals used to expand business development and training services.
- Established system of internal controls ensuring center operated in effective and efficient manner.
- Provided one-on-one coaching and business strategy planning to over 225 existing and start up businesses

UNIVERSITY SERVICE ACTIVITIES

- Return to Campus Planning Committee (2021)
- UTRGV Quality Matters Mentor (Summer 2020)
- Member - UTRGV Engaged Scholar Network (2015)
- Peer Reviewer Certification: Quality Matters – In progress (2015)
- Member, UTRGV Dual Classroom Pilot Program Committee (2015)
- Trainer, Employee Motivation Basics, Human Resource Department, University of Texas-Pan American (2015)
- Workshop Participant: Office of Sustainability, Project Sin Fronteras program (2014)
- Presentation – Use of Small Unmanned Aerial Vehicles (sUAV's) in Research projects, The University of Texas-Pan American: College of Science & Math; College of Engineering, College of Behavioral Sciences (2014)
- Trainer, Developing Talent Management Strategies, Human Resource Department, The University of Texas-Pan American (2014)

INDUSTRY & COMMUNITY REALTED SERVICE ACTIVITIES

Regional

- Member, Brownsville Economic Development Council (BEDC)
- Member, RGV Hispanic Chamber of Commerce
- Member, Society of Human Resource Management of Rio Grande Valley (SHRM-RGV)
- Member, Lower Valley Chapter Society of Human Resource Management (LV- SHRM)
- Member, Rio Grande Valley Partnership (RGVP)
- Member, South Texas Manufacturers Association (STMA)

National

- Member, American College of Healthcare Executives (ACHE)
- Member, Academy of Human Resource Development (AHRD)
- Member, Association of Talent Development (ATD)
- Member, Society of Human Resource Management (SHRM)
- Member, Academy of Management Association (AOM)

Past

- Past Board Member, Lower Rio Grande WorkFORCE Development Board - Board Member
 - Workforce Entrepreneurship Planning Task Force Chairperson (Hidalgo, Starr, Willacy Counties)

INDUSTRY & COMMUNITY REALTED SERVICE ACTIVITIES – Cont.’

- Past Committee Member – Workforce Board – Nurse Education Enhancement Consortium
- Past Advisory Committee Member – UTPA MBA Association (MBAA)
- Past Board Member – Boys & Girls Club, Kingsville, Texas
- Past Member, American Management Association (AMA)
- Past Member, American Telemedicine Association (ATA)
- Past Member, California Telemedicine and eHealth Center - Telemedicine Curriculum Design Committee
- Past Member, Texas Border Infrastructure Coalition (TBIC)
- Past Member, American Society for Quality Member (ASQ)

AWARDS

- 2014 – Innovation in Online Learning Award – The University of Texas-Pan American-Center for Online Learning, Teaching & Technology (COLTT)
- 2010 - National “I Impact in Action” Award – ARAMARK Healthcare
- 2009 – T-Mobile Customer Care Customer Champion 2nd Place Top Performing Center in USA
- 2009 – T-Mobile Customer Care Highest National Employee Satisfaction Survey Award
- 2008 - Champion (T-Mobile Top 1% performer) Award Recipient
- 2002 – Program recipient Texas Higher Education Coordinating Board Exemplary Program
- 2000 – Recipient of APICS Educational & Research Competition
- 1999 – Recipient of Hammer Award for Reinventing Government
- 1999 - “Counselor of the Year” – US Small Business Administration (SBA)