**********Dr. Jimmie Flores**

**PhD, DM, PMP**®**, PMI-RMP**®**, PMI-SP**®**, PMI-ACP**®**, PfMP**®**, CAPM**®**, CSM**®**, CSPO**®**, CSP**®**, A-CSM**®**, SSBB, SPHR**®**, GPHR**®**, Security+, ITIL**® **Expert, CPCC**®

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## EDUCATION

*University of Phoenix,* Phoenix, AZ

* Doctor of Management in Information Systems and Technology (3/2009)

*Fielding Graduate University,* Santa Barbara, California

* Ph.D. in Human and Organizational Development (10/2006)
* M.A. in Human and Organizational Systems (8/2005)

*Regis University*, Denver, Colorado

* M. Ed. in Curriculum, Instruction, & Assessment (4/2009)
	+ *Using Web 2.0 Technologies in Higher Education*
* M.S. in Nonprofit Management (8/2006)
* M.S. in Management (7/2006)
	+ *Area of Emphasis: Organizational Leadership: Project Leadership & Management*
* M.S. in Computer Information Technology (5/2003)
	+ *Area of Emphasis: Management of Technologies*
	+ *Professional Project: Database Technologies in Website Design*

*DeVry University,* Chicago, IL

* M.S. in Educational Technology (12/2008)

*University of St. Thomas*, Houston, Texas

* M.B.A. Areas of concentration: Finance and Marketing (12/1992)

*St. Mary’s University,* San Antonio, Texas

* B.B.A. Major: Corporate Financial Management (8/1990)

## HIGHER EDUCATION TEACHING EXPERIENCE

## *Texas A&M University-San Antonio, (2022-Present)*

* Teaching Business Management and Human Resource courses (*online*)

*Our Lady of the Lake University,* (2008-2015)

* Associate Professor in Management and Information Technology
* Nonprofit Management Coordinator
* Developed comprehensive online program for Nonprofit Management

*Alamo Community College*, San Antonio, Texas (1997 - 2008)

* Taught Marketing, Management, Finance and MIS classes

*Houston Community College*, Houston, Texas (1992-1995)

* Taught Marketing, Management, Finance and MIS classes

## PROFESSIONAL CERTIFICATIONS

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| --- | --- | --- |
| **Certification** | **Authorizing Organization** | **Since (Year)** |
| Certified Professional Co-Active Coach (CPCC) | Co-Active | 2021 |
| AWS Academy Cloud Foundations | AWS Academy | 2021 |
| DS0103EN Data Science Methodology | Cognitive Class | 2020 |
| PY0101EN Python for Data Science | Cognitive Class | 2020 |
| DS0105EN Data Science Hands-On with Open Source Tools | Cognitive Class | 2020 |
| DS0101EN Introduction to Data Science | Cognitive Class | 2020 |
| DA0101EN Data Analysis with Python | Cognitive Class | 2020 |
| DS0301EN Data Privacy Fundamentals | Cognitive Class | 2020 |
| DV0101EN Data Visualization with Python | Cognitive Class | 2020 |
| ML0103EN Digital Analytics & Regression | Cognitive Class | 2020 |
| Co-Active Professional Coaching – Fundamentals | Co-Active | 2020 |
| Co-Active Professional Coaching – Fulfillment | Co-Active | 2020 |
| Co-Active Professional Coaching – Balance | Co-Active | 2020 |
| Co-Active Professional Coaching – Process | Co-Active | 2020 |
| Co-Active Professional Coaching – Synergy | Co-Active | 2020 |
| Training from the BACK of the Room (TBR) | Sharon Bowman | 2019 |
| TBR Trainer Certification Course (TCC)  | Sharon Bowman | 2019 |
| AgileShift® Certificate | PeopleCert | 2019 |
| Scrum Foundations Educator | Scrum Alliance | 2021 |
| Certified Agile Leader | Scrum Alliance | 2021 |
| Advanced-Certified Scrum Master (A-CSM) | Scrum Alliance | 2019 |
| Certified Agile Leadership Credential I | Scrum Alliance | 2019 |
| Certified ScrumMaster (CSM)® | Scrum Alliance | 2013 |
| Certified Scrum Product Owner (CSPO)® | Scrum Alliance | 2015 |
| Certified Scrum Professional (CSP)® | Scrum Alliance | 2015 |
| COBIT® 5 Foundations | APMG Int’l | 2014 |
| Credentialed as Approved Training Organization (ATO) | Axelos | 2014 |
| ITIL® Foundations v4 | Axelos | 2019 |
| ITIL® Foundations v3 | Axelos | 2010 |
| ITIL® Intermediate – IT Continual Service Improvement (CSI) | Axelos | 2014 |
| ITIL® Intermediate – IT Planning, Protection, and Optimization (PPO) | Axelos | 2014 |
| ITIL® Intermediate – IT Service Strategy (SS) | Axelos | 2015 |
| ITIL® Intermediate – IT Service Design (SD) | Axelos | 2015 |
| ITIL® Intermediate – IT Service Transition (ST) | Axelos | 2015 |
| ITIL® Intermediate – IT Release, Control, and Validation (RCV) | Axelos | 2015 |
| ITIL® Intermediate – IT Service Offerings and Agreements | Axelos | 2016 |
| ITIL® Intermediate – IT Operational Support and Analysis  | Axelos | 2016 |
| ITIL® Intermediate – IT Service Operation (SO)  | Axelos | 2016 |
| ITIL® Intermediate – IT Managing Across the Lifecycle (MALC)  | Axelos | 2016 |
| PRINCE2® Foundation | Axelos | 2014 |
| Global Professional in Human Resources (GPHR)® | HRCI | 2017 |
| Senior Professional in Human Resources (SPHR)® | HRCI | 2017 |
| Approved Registered Education Provider (R.E.P.) | PMI | 2013 |
| Project Management Professional (PMP)® | PMI | 2008 |
| PMI-Risk Management Professional (PMI-RMP)® | PMI | 2012 |
| PMI-Professional in Business Analysis (PMI-PBA)® | PMI | 2016 |
| PMI-Scheduling Professional (PMI-SP)® | PMI | 2013 |
| PMI-Agile Certified Practitioner (PMI-ACP)® | PMI | 2013 |
| PMI-Portfolio Management Professional (PfMP)® | PMI | 2018 |
| Certified Associate in Project Management (CAPM)® | PMI | 2012 |
| Senior Certified Professional (SCP)® | SHRM | 2015 |
| Six Sigma Black Belt (SSBB) | Kaplan | 2010 |

**WORK EXPERIENCE**

*Kool Derby Academy,* San Antonio, Texas (2008 - Present)

## Business Owner / Corporate Trainer

* Provide corporate training in the areas of Project Management, ITIL, and Agile
* Serve as Program Manager guiding a global team
* Developed and taught the following courses to business clients:
	+ Certified ScrumMaster (CSM)® from Scrum Alliance
	+ Project Management Essentials
	+ Project Management Intermediate
	+ Project Management Certification (PMP)®
	+ Certified Associate in Project Management (CAPM)®
	+ PMI-Agile Certified Practitioner (PMI-ACP)®
	+ Project Management Advantage
	+ Project Management for Nonprofit Organizations
	+ Project Management for Higher Education
	+ Information Technology and Infrastructure Library (ITIL)® v4
* Create web-based training courses for clients, such as training program for Rackspace and City of San Antonio.

*Right Sports, Inc.*, San Antonio, Texas (01/2001 to 12/2007)

## Chief Financial Officer (CFO), Director of Human Resources, and Project Manager

* Served as Project Manager to create customized web-driven platforms for collegiate conferences.
* Managed database design, web page design, and network architecture.
* Directly involved with assigning the specific resources for projects, developed and defined projects, monitored quality assurance, and met stakeholder requirements.
* Business specialty was in creating customized web-driven applications for collegiate conferences nationwide, including the Big 12, Conference USA, Big East, and Pacific- 10.
* Launched Officiating.com project, the most prominent website geared to sports officials worldwide.
* Serviced 65% of the potential market and were considered the industry leaders because of our focus on interactive web platforms driven by dynamic database designs which give users more control.

*USAA,* San Antonio, Texas (1999-2001)

## IT Staff Analyst

* Assigned as IT Project Lead for various internal assignments.
* Managed an $11.5M Information Technology (IT) budget.
* Delivered high-level presentations to top management.
* Provided analytical, technical, and administrative expertise in the life cycle of information technology solutions and systems software.
* Consulted with business partners to understand current and future business needs requiring a technology solution.
* Assisted in the development of business and technical criteria to be used in the evaluation of products in the marketplace.
* Applied a broad understanding of system environments, databases, and utilities in analyzing, designing, developing, testing, debugging, and implementing new systems or modifications to existing systems.
* Identified and analyzed system and application problems. Based on that analysis, determined best possible solutions, developed tests, and implemented fixes.
* Guided and fostered growth of peers and less experienced associates through mentoring program.

## OTHER WORK EXPERIENCE

* *NCAA Men’s Basketball Referee:* Officiated in Mountain West, Big XII, and Sun Belt, Western Athletic, and Southland conferences – worked the Great Alaska Shootout in Anchorage.
* *Revenue Accountant:* Employed at Shell Oil Company as Revenue Accountant.
* *Licensed Insurance Agent:* Employed at Prudential (Series 6, 63, and Group I).

## PUBLICATIONS

* *Demystifying Prescriptive Analytics Frameworks and Techniques (2020)*, by Selva Lakshmanan, Madasamy Sornam, Jimmie Flores. Link: <http://www.ijitee.org/wp-content/uploads/papers/v9i6/F4546049620.pdf>
* *Project Leadership 101: Drown them in Transparency.* ScrumAlliance.org. *Article Link*:

# goo.gl/eSSQLY

* *Improving the Asynchronous Online Learning Environment Using Discussion Boards*, i- manager’s Journal of Educational Technology (2015).
* *The Learning System for PMP Exam Preparation,* contributing author. Holmes Corporation (2015).
* *Nonprofits get a ‘Wake-up Call’ in the Financial Crisis,* Nonprofit World (2010).
* *How to Become a Proficient Online Learner: Powerful and Proven Strategies Designed To Help You Earn a 4.0 GPA* (2004).
* *The Effective Entrepreneur,* 2003.
* *Overcoming the FTE Mentality* (also in audio CD version), 2003.
* *Officiating Excellence: Practical and Proven Expert Knowledge Designed to Elevate Your Game Immediately*, (2003).
* *How to Market Your Basketball Officiating Skills*, 1995.
* Published 100+ articles at Officiating.com.

## PRESENTATIONS / LECTURES

* Colorado State University, Global Campus - Commencement speaker (June 2015).
* San Antonio City South Chamber of Commerce Leadership Academy – Served as Guest Speaker on the topic of *Leading Groups and Teams: Secondary / Higher Education* (2008).
* Presented lecture regarding *Latino Talent* book written by Dr. Robert Rodriguez (2008).
* Auto Dealers of America Convention: Served as keynote speaker and presented topic,

*Staying Connected to Your Customers* (2006).

* International Special Events Society: Served as guest speaker and presented the following topics: *Using Web as a Competitive Advantage.*

## Workshops and Conferences

* Global Scrum Gathering – Shanghai, China (August 2020)
* Global Scrum Gathering – Vienna, Austria (October 2019)
* Global Scrum Gathering Austin held on Austin, Texas. (May 2019)
* Global Scrum Gathering – Prague (November 2015)

## RESEARCH ACTIVITIES

* *NCAA Men’s Officiating Program (2008-2009):* Selected by the NCAA men’s officiating national coordinator to conduct a first-ever nationwide survey regarding coach’s perceptions of the officiating program. My role was lead researcher, and consisted of identifying the 344 points-of-contact, collecting the data, and assisting in data analysis. I presented the findings to the coordinators of officials at the 2009 Final Four in Detroit, Michigan.
* *National Research Center (NRC)*: Served as Advisory Council member on a grant regarding a study to examine the leadership and communication process of supervisors from a variety of U.S. industries during the financial crisis of 2008-2009.
* *Dissertation Committee:* Served on dissertation committee of Dr. Matthew Gonzalez. Topic: *Perceptions of Trusted Advisors among Special Event CEOs.*
* *Dissertation Committee:* Served on dissertation committee for Pakaj Mital. Topic: *Exploring how leadership beliefs, education, culture, and behavioral differences impact customer service in global business*.
* *NCAA Women’s Officiating Program (2006):* Working with the NCAA women’s officiating national coordinator, researched the evaluation variables most appropriate to identify the 96 referees qualified to work the NCAA women’s post-season tournament. My role consisted of measuring the validity of the variables, writing the instrument guidebook, and serving as an officiating subject matter expert (SME).

## AWARDS, SPECIAL RECOGNITION, & HONORS

* Maintained 3.86 GPA in graduate level courses.
* Completed more than 300 hours as an online student.

## MEMBERSHIPS AND SUBSCRIPTIONS

* Project Management Institute (PMI)
* Scrum Alliance
* Society for Human Resource Management (SHRM)

## GLOBAL QUALIFICATIONS

* Created and manage a global team spanning India and The Philippines. The effort includes training the team in their home countries.
* Global Professional in Human Resources (GPHR) certification training. Attended the certification training in Toronto, Canada (11/2/2008 to 11/5/2008).
* Travels include the following locations: Argentina, Brazil, Belgium, Canada, China, Colombia, Czech Republic, England, France, Greece, Hungary, Italy, India, Mexico, Panama, Prague, South Korea, Spain, Sweden, The Philippines, Uruguay, Vietnam, Venezuela, and across the United States, including Alaska and Hawaii.

## RESEARCH INTERESTS

* Benefits of project management to small business owners
* Implementation of Agile Scrum in a global environment
* Review of technological tools that improve individual performance

## OTHER SKILLS

* Fluent in Spanish (reading and writing)
* Excellent knowledge of MS Word, Excel, PowerPoint, Access, FrontPage, Project and Visio
* Business knowledge of programming languages, including HTML and PHP
* Avid reader of books and listener of audio books in my field

## PERSONAL

* Enjoy spending time with family/friends, exercising, traveling, and reading (listening) to motivational books.
* Volunteer as usher for local church and serve in the following ministries:
	+ Adoration, Community, Theology, and Service (ACTS)
	+ LOVESTRONG (focused on strengthening marriages)
	+ Hospitality (usher)