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

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

Certification	Authorizing	Since
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:
  o Certified ScrumMaster (CSM)® from Scrum Alliance
  o Project Management Essentials
  o Project Management Intermediate
  o Project Management Certification (PMP)®
  o Certified Associate in Project Management (CAPM)®
  o PMI-Agile Certified Practitioner (PMI-ACP)®
  o Project Management Advantage
  o Project Management for Nonprofit Organizations
  o Project Management for Higher Education
  o 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)