

ANDREA E.C. GRIFFIN

INDIANA UNIVERSITY NORTHWEST
School of Business and Economics
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Gary, IN 46408
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ACADEMIC

EMPLOYMENT

Fall 2010 – Present

ASSISTANT PROFESSOR OF MANAGEMENT

School of Business and Economics
Indiana University Northwest, Gary, IN

2000-2010

Assistant Professor, Department of Management
College of Business Administration
Marquette University, Milwaukee, WI

EDUCATION

2010

Graduate Certificate, Dispute Resolution/Mediation
Center for Dispute Resolution Education
College of Professional Studies
Marquette University, Milwaukee, WI

2003

Ph.D., Business Administration/Management
Major Areas: Organizational Behavior and Human Resources
Supporting field: Psychology
Texas A & M University, College Station, TX

1992

Bachelor of Science, Business Administration
Concentration: Human Resources Management
Marquette University, Milwaukee, WI

ACADEMIC AND PROFESSIONAL AFFILIATIONS

Academy of Management
Midwest Academy of Management
The PhD Project
SHRM (National Society for Human Resource Management; Northwest Indiana)

RESEARCH AND SCHOLARLY ACTIVITIES

Research Interests

Gender, diversity and culture
Critical Race Theory, Critical White Studies and applications to OB/HR
Volunteering and diversity; individuals with disabilities
Teamwork and team leadership assessment and development
Emotional labor and emotional display rules within organizations

Alternative dispute resolution, mediation, the work of the organizational ombudsman
Organizational socialization, Organizational identity and image
Applications of organizational behavior and management theories in developing/post-colonial economies

Manuscripts Under Review

Griffin, A.E.C. Emotional costs of mediation : Mediation as emotional labor. Under review at the *Journal of Conflict Management*.

Publications

Cotton, J.L., & O'Neill, B. **Griffin, A.E.C.**, (2014). Whiteness of a name: Is 'White' the baseline?. *Journal of Managerial Psychology*, 29 (4), 405-422

Hobson, C.J., Strupeck, D., **Griffin, A.**, Szostek, J., & Rominger, A.S. (2014). Teaching MBA students teamwork and team leadership skills: An empirical evaluation of a classroom educational program. *American Journal of Business Education*, 7(3), 191-212.

Hobson, C.J., Strupeck, D., **Griffin, A.**, Szostek, J., & Rominger, A.S. (2013). Assessing and teaching team leadership capabilities: Field testing a behavioral roles approach with business undergraduate students. *Journal for Excellence in Business Education*, 2(1), page numbers.

Hobson, C.J., Strupeck, D., **Griffin, A.**, Szostek, J., Selladurai, R., & Rominger, A.S. (2013). Facilitating and documenting behavioral improvements in business student teamwork skills. *Business Education Innovation Journal*, 5(1), 83-95.

Hobson, C.J., Strupeck, D., **Griffin, A.**, Szostek, J., Selladurai, R., & Rominger, A. (2013). Field testing a behavioral teamwork assessment tool with U.S. undergraduate business students. *Business Education and Accreditation*, 5(2), 17-27.

Szostek, J., Hobson, C.J., **Griffin, A.E.C.**, Rominger, A., Vasquez, M., & Murillo, N. (2012). EEOC sexual harassment settlements: An empirical analysis, *Employee Relations Law Journal*, 38(1), 3-13.

Hobson, C. J., Hobson, J., Henry, S., Rouse, S., **Griffin, A.E.C.**, Szostek, J., & Murillo, N. (2012). A Field Study Extending the Hobson-Heler Model to Assess the Website "Volunteer-Friendliness" of the Top 200 Charities in the United States. *International Journal of Volunteer Administration*, 29(1), 2-14.

Maranto, C., and **Griffin, A.E.C.** (2011). The antecedents of a "Chilly Climate" for women faculty: Does relational demography explain it?. *Human Relations*, 64(2), 139-159.

Rothausen, T., Gonzalez, J., & **Griffin, A.E.C.** (2009). Are all the parts there everywhere? Facet job satisfaction in the United States and the Philippines. *Asia Pacific Journal of Management*, 26, 681-700.

Cotton, J.L., O'Neill, B., & **Griffin, A.** (2008). The 'Name Game': Affective and hiring reactions to first names. *Journal of Managerial Psychology*, 23(1), 18-39.

Griffin, A.E.C., Colella, A., & Goparaju, S. (2000). Newcomer and organizational socialization tactics: An interactionist perspective. *Human Resource Management Review*, 14(4), 1-24.

Work In Progress

Griffin, A.E.C. Examining the role of race and privilege in emotional labor through racial tasks. In preparation for submission to the journal *Equality, Diversity and Inclusion*.

Griffin, A.E.C. "Evaluating Neutrality as an emotion: Implications for the Ombudsman". In preparation for submission to *Journal of Conflict Resolution*.

Griffin, A.E.C., Hobson, C.J., Szostek, J., Rominger A, Tsararos, D. A comparative analysis of federal sexual harassment protections in employment vs. education: The most vulnerable have been abandoned. In preparation for submission to *International Journal of Discrimination and the Law*.

Hobson, C., Szostek, J. **Griffin, A.** Lusk, D., Breckenridge, S., & Rydecki, K. Identifying the specific behaviors that define teamwork: A review of the literature and integrative meta-model. Draft stage: Target journal: *Academy of Management Learning and Education Journal*.

Bandyopadhyay, S., **Griffin, A.E.C.**, Szostek, J., & Harmon, H. Assurance of learning of diversity awareness for business students. Target journal: *Journal of Management Education*.

Griffin, A.E.C., and Ceesay, A. Service learning at the crossroads of the public and private in human resources. In development. Target journal: *Public Administration Management*.

Hobson, C. J., Lusk, D., Szostek, J., Hobson, J., Rouse, S., **Griffin, A.E.C.** & Henry, S. A preliminary investigation of nonprofit discrimination in responding to prospective disabled volunteers. Target journal: *International Journal of Volunteer Administration*.

Hobson, C.J., Szostek, J., **Griffin, A.E.C.**, & Tsatoros, D. An analysis of workplace sexual harassment cases in the federal courts 1999 – 2010. Data collection in progress.

Griffin, A.E.C. Unacknowledged privilege in emotional displays at work: Perspectives from Critical Race Theory.

Griffin, A.E.C. Rethinking gender: Gender as an active process and the consequences for emotional display rules and emotional labor."

Cotton, J., O'Neill, B., & **Griffin, A.E.C.** The name game: First name novelty and discrimination effects on call back rates.

Hobson, C. J., Szostek, J., Henry, S., Rouse, S., & **Griffin, A.E.C.** Development and application of the Hobson & Szostek Organizational Sexual Harassment Profile.

Presentations

- Hobson, C.J., Szostek, J., **Griffin, A.E.C.**, Lusk, D., Breckenridge, S., & Rydecki, K. (2015, April). Identifying the specific behaviors that define teamwork: A review of the literature and integrative meta-model. Paper presented at the meeting of the International Academy of Business and Public Administration Disciplines, Spring International Conference, Dallas, TX.
- Hobson, C., Strupeck, D., **Griffin, A.E.C.**, Szostek, J., Selladurai, R., & Rominger, A. S. (2012, November). Assessing and norming behavioral teamwork skills of undergraduate business students. Paper presented at the meeting of the Academy of Business Disciplines Annual Conference, Ft. Myers, FL.
- Hobson, C., Szostek, J., Rominger, A., Vasquez, M., & **Griffin, A.E.C.** (2012, October). A comprehensive comparative analysis of federal sexual harassment protections in employment vs. education: The most vulnerable have been abandoned. Paper presented at the meeting of the International Academy of Business and Public Administration Disciplines Fall International Conference, Las Vegas, NV.
- Bandyopadhyay, S., **Griffin, A.E.C.**, & Szostek, J. (2011, March). Assurance of learning of diversity awareness for business students. Paper presented at the meeting of the AACSB International Conference on Assessment, Atlanta, GA.
- Hobson, C.J., Szostek, J., **Griffin, A.E.C.**, Rominger, A., Vasquez, M., & Murillo, N. (2011, January). An Analysis of EEOC Settlement Agreements in Workplace Sexual Harassment Cases from 1999-2010. Paper presented at the meeting of the International Academy of Business and Public Administration Disciplines Conference, Orlando, FL.
- Griffin, A.E.C. (2010, October). Examining the role of race and privilege in emotional display rules within organizations. Paper presented at the meeting of the Indiana Academy of Social Sciences, Indianapolis, IN.
- Hobson, C. J., Lusk, D., Szostek, J., Hobson, J., Rouse, S., **Griffin, A.E.C.** & Henry, S. (2010, October). A preliminary investigation of nonprofit discrimination in responding to prospective disabled volunteers. Paper presented at the meeting of the International Academy of Business and Public Administration Disciplines Conference, New Orleans, LA.
- Hobson, C. J., Hobson, J., Henry, S., Rouse, S., Szostek, J., & **Griffin, A.E.C.** (2010, October). A field study extending the Hobson-Heler Model to assess the website "Volunteer-Friendliness" of the top 200 charities in the United States. Paper presented at the meeting of the International Academy of Business and Public Administration Disciplines Conference, New Orleans, LA.
- Hobson, C. J., Szostek, J., Henry, S., Rouse, S., & **Griffin, A.E.C.** (2010, October). Development and application of the Hobson & Szostek Organizational Sexual Harassment Profile. Paper presented at the meeting of the International Academy of Business and Public Administration Disciplines Conference, New Orleans, LA.

- Cotton, J.L., **Griffin, A.E.C.**, & O'Neill, B. (2008, April). The whiteness of a name: When 'White' is the baseline. Paper presented at the meeting of the Society of Industrial and Organizational Psychologists, San Francisco, CA.
- Griffin, A.E.C. (2006, August). Mediation as emotion management. Paper presented at the meeting of the Conflict Management Division, Academy of Management, Atlanta, GA.
- Maranto, C. and **Griffin, A.E.C.** (2006, August). The chilly climate for women faculty: Does relational demography explain it?. Paper presented at the meeting of the Gender, Diversity and Organizations Division, Academy of Management, Atlanta, GA.
- Rothausen-Vange, T., Gonzalez, J. and **Griffin, A.E.C.** (June, 2006). Facet and global job satisfaction and intention to quit: The moderating effects of national culture and economic factors. Paper presented at the meeting of the Academy of International Business Annual Meeting, Beijing, China.
- Griffin, A.E.C. (2005, June). Rethinking gender: Gender as an active process and the consequences for emotional display rules and emotional labor. Paper presented at the meeting of the 4th International Interdisciplinary Conference on *Gender, Work and Organization*. Keele University, Staffordshire, England UK.
- Cotton, J., O'Neill, B, **Griffin, A.E.C.** (2005, May). The name game: Names really do influence our perceptions. Paper presented at the meeting of the American Psychological Society Annual Convention, Los Angeles, CA.
- Griffin, A.E.C. (1999, August). Integrating organizational socialization and impression management: The role of organizational image and identity. Paper presented at the meeting of the jointly sponsored symposium, *New takes on the Organizational Entry Journey*, Academy of Management National Meeting, Chicago, IL.
- Griffin, A.E.C., Colella, A., Goparaju, S. (1999, August). Newcomer and organizational socialization tactics: An interactionist perspective. Paper presented at the meeting of the jointly sponsored symposium *New Takes on the Organizational Entry Journey*, Academy of Management National Meeting, Chicago, IL.
- Griffin, A.E.C. (1998, August). The determinants of display rules for expressed emotions within Organizations. Paper presented at the meeting of the First Conference on Emotions in Organizations, San Diego, CA.
- Kilbourne, L.K., McGlashan, K., & Griffin, A.E.C. (1996, July). Sex role-based career and salary expectations: Self-efficacy effects. Paper presented at the meeting of the Eighth International Conference on Socioeconomics, Geneva, Switzerland.

Other Scholarly Activities

Attendee and Presenter, International Academy of Business and Public Administration Disciplines Conference, Dallas, TX, April 2015

Attendee, Summer Meeting of Academic Ombuds, Milwaukee, WI, July 2014

Attendee, National Conference of the International Ombudsmen Association, Denver, CO, April 2014
Attendee, Annual Meeting of Midwest Academy of Management, Milwaukee, WI, October 2013
Attendee, Annual Meeting of Indiana Academy of Social Sciences, Gary, IN, October, 2012
Attendee and Presenter, International Academy of Business and Public Administration Disciplines Conference, Las Vegas NV, October 2012
Attendee, Annual meeting of Indiana Academy of Social Sciences, Valparaiso, IN, October, 2011
Attendee and Presenter, International Academy of Business and Public Administration Disciplines Conference, Orlando, FL, January, 2011
Attendee, Academy of Management National Meeting, Chicago, IL, August 2009
Attendee and Presenter, National Conference SIOP – Society of Industrial and Organizational Psychology, San Francisco, CA, April 10-12, 2008
Attendee and Presenter, Academy of Management National Meeting, Atlanta, GA, August 2006
Attendee and Presenter, 4th International Interdisciplinary Conference on *Gender, Work and Organization*. Keele University, Staffordshire, England UK. 22nd - 24th June 2005
Attendee, Academy of Management National Meeting, New Orleans, LA. August, 2004
Attendee, National Conference, SIOP – Society of Industrial and Organizational Psychology, Chicago, IL., April, 2004
Invited Panelist, Research Roundtable of Critical Management Studies. The PhD Project Management Doctoral Students Conference, August 3, 2003.
Participant, Junior Faculty Consortium, Human Resources Management Division, National Academy of Management Meeting, August 2-4, 2003. Seattle, WA

ACADEMIC SERVICE

Reviewer, Journal of Occupational and Organizational Psychology, 2014 – present
Reviewer, Journal of the Indiana Academy of Social Sciences, 2012
Reviewer, Journal of Managerial Psychology, 2010 - present
Discussant and Presenter, International Academy of Business and Public Administration Disciplines Conference, Dallas, TX, April 23 – 26, 2015
Session Chair and Presenter, International Academy of Business and Public Administration Disciplines Conference, Las Vegas NV, October 2012
Discussant and Presenter, International Academy of Business and Public Administration Disciplines Conference, Orlando, FL, January 3-6, 2011
Facilitator, Paper Session on Career Paths/HR and Entrepreneurship, Entrepreneurship Division, Academy of Management National Meeting, August 5 –8, 2001, Washington, D.C.
Co-chairperson, Jointly sponsored Symposium “New takes on the Organizational Entry Journey” Academy of Management National Meeting, Chicago, IL, August 8-11, 1999
Discussant, Paper Presentation Session, Southwest Academy of Management, Regional Meeting, Houston, TX, March 11-13, 1999
Chairperson, Paper Presentation Session, - Organizational Behavior Division, Academy of Management National Meeting, Cincinnati, OH. August, 1996
Ad hoc reviewer, International Journal of Organizational Analysis, 1996 – 2000
Reviewer, Gender and Diversity in Organizations Division, National Academy of Management Meeting, Washington, D.C., 2001 – 2002
Reviewer, Organizational Behavior Division, Academy of Management National Meeting, Spring 1996
Reviewer, Southwest Academy of Management, Organizational Behavior Division, 1999

SERVICE

INDIANA UNIVERSITY NORTHWEST

Indiana University System

Member, IUN Campus team, System-wide FACET (Faculty Consortium on Excellence in Teaching) Faculty Leadership Institute, High Impact Practices Project, Indiana University System, 2012 - 2014

IUN Faculty Organization Representative, UFC (University Faculty Council) Standing Committee on Benefits, Indiana University System, 2011 – 2012.

IU Northwest Campus

Co-project leader; Focus Group Leader, Campus Initiative on Customer Service, Spring 2015 – ongoing Office of the Executive Vice Chancellor for Academic Affairs; Office of the Chancellor. Conducting focus groups with students, faculty & staff for development of service philosophy for campus as part of IU Northwest Customer Service Initiative.

Member, Campus-Wide New Student Orientation Planning Team, School of Business and Economics Representative, Spring 2015 - present.

Reading Group Discussion Leader, Diversity Reading Project, IU Northwest Leadership Council, Office of the Chancellor. Facilitated bi-weekly discussion groups for subset of Leadership Council. June – August 2014.

Co-Facilitator, Half day retreat, Diversity Reading Project, IU Northwest Leadership Council, Office of the Chancellor, August 2014.

Member, Search committee for Campus Director of Marketing and Communications, IUN 2013.

Member, One Book, One Campus, One Community IUN Campus Committee, 2013 – present. Committee planned and coordinated activities related to annual selections: the Other Wes Moore and the The New Jim Crow.

Member, Faculty Organization, IUN, Affirmative Action Committee, 2013 – present.

Member, Faculty Organization, IUN, Founder's Day Teaching Award Committee, 2013 – present.

Member, Faculty Organization, IUN, Student Affairs Committee, 2012 – 2013, 2014 – present.

Member, Faculty Organization, IUN, Service Learning Committee, 2010 – 2011.

Member, Employee Recognition Advisory Committee, IUN, 2012 – present.

Facilitator, Diversity Reading Project, IU Northwest Leadership Council, Office of the Chancellor, August 2012. Facilitated half-day discussion and review session with IUN Leadership Council on 3 books assigned for Summer Reading Project, August 2012.

Facilitator, Retreat/Planning Session – Enrollment Management Group, Office of the Executive Vice Chancellor for Academic Affairs, IUN. Facilitated full day off campus retreat on enrollment management problems and practices for IUN Deans, Heads of Units and other invitees, July 2012.

Member, Ad Hoc Committee, adjunct to IU Northwest Council for “One Book...” Initiative, Fall 2012.

Member, Committee for Freedom Riders Screening and Visit, Campus Black History Celebration, Office of the Chancellor, IUN, Summer 2011 – January 2012.

School of Business and Economics - IUN

Faculty Advisor, IUN Student SHRM, Student Chapter of National Society for Human Resource Management. Re-established inactive student SHRM chapter. Spring 2011 – present

Member, Curriculum Committee, School of Business and Economics, 2012 – present

Member, Faculty Development Committee, School of Business and Economics, 2011 – present

Member, Ad-Hoc Committee on Leadership Transition, School of Business and Economics IUN,
Spring 2011

Member, Strategic Planning Committee, School of Business and Economic, 2010 – 2011

Member, Marketing Committee, School of Business and Economics, 2010 – 2011

Professional Organizations

Speaker, Northern Indiana Human Resource Managers Association, Michigan City, IN, March, 2014

Featured topic: Workplace Bullying: Do you know it when you see it?

Invited Speaker, Northwest Indiana Society of Human Resource Management, Merrillville, IN Fall 2013

Featured Luncheon Speaker – Topic Workplace Bullying

Speaker, Eastern Indiana Society of Human Resource Management, Richmond, IN Fall 2011

Featured Luncheon Speaker – Topic HR Metrics: What you need to know. With C. Hobson

Speaker, Northwest Indiana Society of Human Resource Management, Chesterton, IN Spring 2011

Featured Luncheon Speaker – Topic HR Metrics: What you need to know. With C. Hobson

Community Service

Indiana State EMS Certification, State Fire Marshals Office, Indiana Department of Homeland Security, 2015 – ongoing

Working with Center for Management Development to assist with validation of statewide EMS certification exam. Also working on developing affirmative action/applicant development program for statewide EMS certification program.

Consultant, City of Portage, IN, Fire Department, 2015 - ongoing

Working with the City of Portage Fire Department to update job descriptions and better align performance appraisals for 5 positions in the service. Conducting job analyses and creating job descriptions for higher level administrative positions. Project provides service and internship opportunity for several students.

Presenter, Work One, Indiana Dept. of Workforce Development, Glen Park, Gary, IN, Spring 2014.

Through Center for Management Development, presented one day training seminars on Conflict Resolution and Managing Diversity in management development program for long term unemployed professionals and managers.

Consultant, City of Gary, HR Department, 2013-2014.

Worked with the City of Gary Human Resources Department to initiate and complete job analyses and job description updates for more than 60 city jobs. Created a service learning project for students in graduate HR and grades non-profit HR classes.

Facilitator, Gary Community Schools Corporation, Strategic Planning Process, 2013-2014.

Assisted Strategic Planning Committee Chair with initial implementation of strategic planning process for GCSC Board and stakeholders.

MARQUETTE UNIVERSITY

Faculty Initiate, Delta Sigma Pi Professional Business Fraternity, MU Chapter, Spring 2008

Member, Search Committee for the AMUW Women's Chair in Humanistic Studies, Marquette University,
Fall 2007 – Spring 2010.

Member, Honors Faculty Advisory Council, Honors Program, Marquette University (2004 – 2010)

College of Business Representative, CCRC, University Committee on Core of Common Studies, Marquette University (2004-2005)

Session Facilitator, Fifth Annual Jesuit Core Curriculum Conference, Marquette University, “Educating for a World of Change, Conflict, and Promise”, March 17-18, 2005

Co-Faculty Advisor, Multicultural Business Organization, Marquette University, 2002 - 2004

Member, Undergraduate Curriculum Committee, College of Business Administration, 2003 – 2004

Participant, Roundtable Faculty Session, Service Learning Office, Spring 2002.

Volunteer, assistance planning and presentation of Career Sessions (series of presentations for nursing students on career/HR/training issues), College of Nursing, Fall 2002.

Volunteer, Mission Week 2001 for activities on campus.

Participant: Heartland Delta Conversations IV: “Jesuit Education, Justice and the Marginalized: A Discussion about Race, Class, Gender and Sexual Orientation.” Xavier University, Cincinnati, OH, April 27 – 29, 2001.

Past President, Board of Directors, City Ballet Theatre, Milwaukee, WI.

Member Board of Directors 2001-2007.

HONORS AND AWARDS

- 2015 Harris Bank Faculty Award for Outstanding Research and Scholarly Activity, School of Business And Economics, IUN
- 2015 Nominated for Campus Diversity Advocate Award, Office of Diversity and Inclusion and Multicultural Affairs, IUN
- 2014 Nominated for Founder’s Day Campus-wide Teaching Award, IUN
- 2014 Nominated for membership into FACET – Faculty Colloquium on Excellence in Teaching, Indiana University System
- 2013 Harris Bank Faculty Outstanding Service Award, School of Business and Economics
- 2012 Nominated for membership into FACET – Faculty Colloquium on Excellence in Teaching, Indiana University System
- 2011-12 Online course development grant, IUN Center for Innovation, Scholarship of Teaching & Learning
- 2011 IUN Summer Faculty Fellowship
- 2010-11 IUN Diversity Program Fellows Grant, co-investigator Dr. Subir Bandyopadhyay
- 2005 College of Business Administration Research Grant, Marquette University
- 1999 Women’s Studies Graduate Research Fellowship, Texas A&M University
- 1998 Invited participant, Gender and Diversity in Organizations Division Doctoral Consortium, Academy of Management National Meeting
- 1996-97 Finalist, 1996-97 Women’s Faculty Network Scholarship, Texas A & M University

PROFESSIONAL DEVELOPMENT AND CERTIFICATIONS

- 2014 Applying the QM Rubric (2011-2013 Rubric) Certification, Quality Matters – National Online Teaching Review Process
- 2014 IU Northwest Online Teaching Certification, Center for Innovation and Scholarship of Learning and Teaching, IUN
- 2014 Foundations of Organizational Ombudsman Practice, International Ombudsman Association

TEACHING

Teaching Interests

Human Resource Management
Training and Development
Diversity in the Workplace
Organizational Behavior
Principles of Management
Gender and Organizations

COURSES TAUGHT

Indiana University Northwest

Principles of Business Administration - Undergraduate
Training and Development - Undergraduate
Personnel – Human Resource Management - Undergraduate
Personnel – Human Resource Management – Undergraduate - Online
Human Resource Management – Weeknight MBA Graduate
Human Resource Management – Weeknight MBA Graduate - Hybrid
Accelerated Human Resource Management - Weekend MBA Graduate Online
Graduate Independent Study
Professional Practice In Management (Supervisor, student internships)

COURSE DEVELOPMENT

Diversity and Leadership - Undergraduate (Spring 2016)
Critical Thinking, Decision Making and Advocacy - Undergraduate (Fall 2016)

Utilize **Canvas** for all courses (early adopter - 2014). This includes use of testing and assignment functions, as well as messaging and discussion forums. Utilized service learning in graduate weeknight MBA HR course.

Marquette University

Management of Human Resources -- Undergraduate
Training and Development - Undergraduate
Training and Development - Graduate
A General Manager's Perspective on Human Resource Management - Graduate
Graduate Independent Study - Trends in Executive Coaching

Taught above classes, including multiple sections, on an annual basis. Adopted D2L in all graduate and undergraduate courses (Spring 2005). Utilized Service Learning as an option in undergraduate HRM class. Successfully introduced Service Learning as a requirement in undergraduate Training and Development.

PROFESSIONAL (NON-ACADEMIC) EXPERIENCE

Organizational Consultant (1994)

Worked with St. Agnes Stores, San Antonio, Texas, in conducting employee attitude surveys and assessing organizational climate for managerial transition.

Job Training Partnership Act Counselor (1992, 1993)

Virgin Islands Department of Labor, Christiansted, St. Croix, U.S. Virgin Islands

Screened and provided initial training and on-going monitoring for high school students seeking summer employment through the V.I. Department of Labor's Hire-A-Youth Summer Program. Responsibilities included administrative support, payroll preparation and on-site visitations. Coordinated Motivational Skills Program with University of the Virgin Islands for students needing remedial classroom training prior to summer employment.

Account Executive (1988-1990)

Professional Corporate Service Group, St. Croix, U.S. Virgin Islands

Customer service representative/Account manager for several foreign sales corporations. Managed accounts. Trained incoming employees.