

JORDANIA LEON-JORDAN

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Kenosha, WI 53144

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EDUCATION

Master of Business Administration	05/2010
University of Wisconsin-Parkside	Kenosha, WI
Bachelor of Arts in Economics	08/2007
University of Wisconsin-Stevens Point	Stevens Point, WI

CERTIFICATIONS

Online Teaching, Specialization in Online Management, Online Learning Consortium – July 2015
Breakthrough Models Academy, Innovative Track, EDUCASE Institute – July 2015
Project Management Professional (PMP), Project Management Institute – October 2012

SOFTWARE SKILLS

Database: Access, Research Data Services
Data Gathering: Qualtrics, eSurvey Pro, Survey Monkey
Data Analysis: Excel, SPSS, Tableau, SAS, Razors Edge
Data Presentation: Power Point, Visio, Publisher, Adobe Creative Suite 6, Acrobat X Pro, XMind, Interactive Reporting, Prezi, Camtasia Relay
Project Management: MS Project Management, SharePoint 2016
Learning Management Systems: Desire2Learn, Canvas, Moodle
Video Publishing: Kaltura
Virtual Meetings: Connect, WebEx, GoToMeeting, Blackboard Collaborate
Web Development: XHTML, CSS, Front Page, Dreamweaver, Contribute, Common Spot

WORKING EXPERIENCE

CHIEF INFORMATION OFFICER

Campus Technology Services, UW-Parkside

Kenosha, WI
07/2016-Present

- Provides leadership in directing and administering a University-wide system of computerized information processing, telecommunications, and data communications
- Evaluates University-wide information processing needs and recommends and implements appropriate strategies and technologies to meet those needs
- Develops and communicates a vision and mission for the Campus Technology Services Department that is supportive of all University entities engaged in the deployment and use of information technology
- Actively participates in and provides leadership in UW System and statewide information technology initiatives

CHIEF INFORMATION OFFICER (continuing)

Campus Technology Services, UW-Parkside

Kenosha, WI
07/2016-Present

- Prepares detailed and comprehensive written and oral reports and recommendations and make presentations to the administration, appropriate faculty and academic staff, governance groups, committees, boards, and other departments and staff
- Establishes and maintains effective working relationships with employees, academic departments, administrative offices, the University of Wisconsin System representatives, public officials and vendors
- Plans, develops, recommends and implements information technology environments, programs and projects
- Directs the development, maintenance, enhancement, acquisition, operations, installation and problem resolution for all University computer hardware, software and telecommunications and data communications
- Develops, recommends, implements and administers comprehensive policies, procedures, goals, objectives and standards regarding University-wide information technologies
- Provides leadership and guidance in the selection and acquisition of hardware and software necessary to meet the needs of the University community
- Develops the CTS annual budget and reviews and monitors the budget throughout the fiscal year to ensure appropriate expenditure of funds
- Encourages and coordinates the professional development of all CTS staff
- Selects, assigns, supervises and evaluates staff and handles any personnel concerns of the staff

STRATEGIC PLANNER

Innovations in Learning and Enrollment Services, UW-Parkside

Kenosha, WI
07/2015-06/2016

Related to Strategic Program Planning and Management

- Manages programs (set of projects) related to strategic campus planning, innovations in learning, enrollment services, domestic and international recruitment, programmatic development and competency-based development, budget, data analysis, systems development, master planning, resource allocation, and assessment functions
- Provides on-going leadership and management for the implementation and assessment of the university's strategic plan
- Manages and designs information flow across units ensuring effective dissemination/feedback of data and information regarding campus-wide projects and processes
- Communicates with stakeholders, defines scope, set deadlines, and prepares reports for upper management regarding the status of projects
- Develops communication plans to disseminate information regarding project status and action items

Related to Process Redesign and Improvement

- Manages and improves administrative processes quality within and across university department by developing plans for process improvement and applying project management tools for plans' implementation
- Utilizes research and analysis to support and improve project outputs

Related to Presentation of Information and Data

- Works closely with the Institutional Research office to display data for the campus and greater community
- Provides expertise and advise in analyzing and compiling information for UW-Parkside Chancellor, Provost, Vice Chancellors, and for institutional reports for the University of Wisconsin System

PROJECT MANAGEMENT LECTURER

College of Business, Economics, and Computing

Kenosha, WI
09/2011-Present

Related to Instruction in University

- Teach project management courses
 - Project Management 341 – Basics of Project Management (Online)
 - Project Management 442 – Project Management Simulation (Online)
 - Project Management 442 – Project Management Simulation (Direct Assessment/Competency-Based at Flex Option, UW-Extension)
- Ensures health of the Business Department project management program
- Ensures student progression and graduation

PROJECT MANAGER

Office of Institutional Effectiveness, UW-Parkside

Kenosha, WI
02/2011-06/2015

Related to Project Planning and Management

- Manages projects related to academic reorganization, strategic campus planning, budget, data analysis, systems development, master planning, resource allocation, and assessment functions
- Designs and facilitates information flow across units ensuring effective dissemination/feedback of data and information regarding campus-wide projects and processes
- Communicates with stakeholders, defines scope, set deadlines, and prepares reports for upper management regarding the status of projects
- Develops communication plans to disseminate information regarding project status and action items

Related to Process Redesign and Improvement

- Improves administrative processes within and across university department
- Utilizes research and analysis to support and improve project outputs
- Identifies administrative processes needing improvement
- Manages and improves internal processes by developing plans for process improvement and applying project management tools for plans' implementation
- Facilitates the information flow across departments to ensure effective dissemination and timely feedback of data and information regarding processes

Related to Presentation of Information and Data

- Provides expertise and assistance in analyzing and compiling information for UW-Parkside Chancellor, Provost, Vice Chancellors, and for OIE for UW System reports
- Developed tables, graphs, charts, and presentation materials using state of the art technology systems and programs

PROJECT ASSISTANT

School of Business & Technology, UW-Parkside

Kenosha, WI
07/2010-02/2011

Teaching Assistant

Project Management (PMGT 441 – Online Instruction) – Fall 2010

- Developed course materials to reflect textbook's new edition. Developed course materials included chapter summaries, PPT narrated presentations, and homework assignments

Management Information Systems (MIS 320 – Online Instruction) – Fall 2010

- Developed course materials to reflect textbook's new edition. Developed course materials included chapter summaries, PPT narrated presentations, and homework assignments

Research Assistant

- Conducted research and data analysis on complex emerging trends using literature review, scientific method and empirical research
- Presented research in the 2010 International Academy of Business and Economics Annual Conference, the 2010 Decision Sciences Institute Annual Meeting, and the 2011 Production and Operations Management Society Annual Conference

Office Assistant

- Researched and summarized Institutional Research data for PARs
- Reviewed and updated grant proposals and PARs
- Developed charts and tables for faculty tenure dossiers
- Served in various committees, including: Search and Screen Committees and the Organizing Committee for the 19th Biennial Conference of the Association of Indian Economic and Financial Studies

GRADUATE ASSISTANT

School of Business & Technology, University of Wisconsin-Parkside

Kenosha, WI
01/2009-06/2010

Teaching Assistant

Management Information Systems (MIS 320 001 & MIS 320 002) - Spring 2009, Fall 2009, Spring 2010

- Presented as a guest lecturer
- Proctored exams
- Graded and provided feedback on homework, quizzes, group projects and exams
- Tutored students on homework

IS Planning/Project Management (MIS 428 001) – Spring 2010

- Graded and provided feedback on homework, quizzes, and exams
- Tutored students on homework

Managerial Cost Accounting (ACCT 202 001 & ACCT 202 002) – Spring 2010

- Graded and provided feedback on homework, quizzes and exams

Advanced Cost Accounting (ACCT 403 001) – Spring 2010

- Graded and provided feedback on homework, quizzes and exams

Research Assistant

- Conducted research and data analysis on complex emerging trends using literature review, scientific method and empirical research
- Developed a model to forecast foreign exchange markets using econometrics: economic variables, equations, regressions, journal articles, newspapers, and analytical software

Office Assistant

- Prepared spreadsheets with departmental data
- Developed charts and tables for faculty tenure dossiers
- Interacted effectively with faculty, academic staff, classified staff and University leaders
- Exceeded school's expectations for time and effort

PRESENTATIONS AND PUBLICATIONS

Class Presentations

- **Operations Management Principles (QM 319) – Spring 2012**
Topic: Technology in Project Management
- **Advanced Operations Management (MBA 715) – Spring 2011**
Topic: Project Management & Graduate Research
- **Advanced Operations Management (MBA 715) – Spring 2010**
Topic: Community Based Project Experience
- **Marketing Management (MBA 752) – Fall 2009**
Topic: Business Ethics

Conference Proceedings

Leon-Jordan, J., Kuruvilla, A., Jain, P., Westland, A., & Surdo, J. P. (2011). Improving Quality in the Medical Transcription Process. *Production and Operation Management Society 21st Annual Conference*. Reno, NV. April 29 – May 1, 2011.

Leon-Jordan, J., & Kuruvilla, A. (2011). Home-made vs. Factory-made - Emerging Implications on the Supply Chain of the DIY Industry. *Production and Operation Management Society 21st Annual Conference*. Reno, NV. April 29 – May 1, 2011.

Kuruvilla, A. & **Leon-Jordan, J.,** (2010). DIY Industry - New and Emerging Trends. *Decision Sciences Institute 2010 Annual Meeting*. San Diego, CA. November 20-24, 2010.

Leon-Jordan, J., & Kuruvilla, A. R. (2010). Healthcare in Foreign Hands: Trends, Issues and Directions. *International Academy of Business and Economics 2010 Annual Conference*. Las Vegas, NV. October 18-21, 2010

Publications (Cabell's Journals)

Kuruvilla, A., Baldwin, D., & **Leon-Jordan, J.** (2010). The Online Education Journey: Experiences of UW-Parkside's Business Department. *Asian Forum for Business Education Journal*, 3 (2), 275-282.

Leon-Jordan, J., Kuruvilla, A., & Robinet, J. (2010). Healthcare in Foreign Hands: Trends, Issues and Directions. *Review of Business Research Journal*, 10 (5), 54-68.

PROFESSIONAL DEVELOPMENT

- International Recruitment, Association of International Educators, – November, 2015
- Innovation and Regulation, Online Learning Consortium – November, 2015
- Competency-Based Education, Online Learning Consortium – November, 2015
- Veterans Caring and Recruitment, Continuing Education, UW-Parkside – September, 2015
- Innovators Boot Camp, Breakthrough Models Academy – July 2015
- Developing and Managing Competency-Based Education – May 2015
- Liberating Structures to Unleash a Culture of Innovation, UW-Madison – April 2015
- Applying Competency-Based Education to Liberal Arts Institutions – March, 2015
- Strategies for Evaluating Online Faculty, Online Learning Consortium – February, 2015
- Strategies for Supporting and Advising Online Students, Online Learning Consortium – January, 2015
- Strategies for Improvement: Quality Scorecard, Online Learning Consortium – January, 2015
- Online Teaching, Specialization: Online Management Foundation Course, Online Learning Consortium – June, 2014
- Inspiring Group Creativity – Facilitation for Innovation, Technology of Participation – January, 2014
- Virtual Facilitation Boot Camp, Technology of Participation – November, 2013
- Environmental Scanning Approaches, Technology of Participation – August, 2013
- Business Analyst Boot Camp, ASPE SDLC Training – May, 2013
- Strategic Planning, Technology of Participation – October, 2012
- Project Management Professional Boot Camp, ASPE SDLC Training – May, 2012
- Facilitation Methods, Technology of Participation – February, 2012
- Designing Queries & Reports, Interactive Reporting, University of Wisconsin-Madison – April, 2012
- Using Financial Ratios to Improve Institutional Health, Academic Impressions – November, 2011
- Project Management Symposium, University of Wisconsin-Madison – September, 2011
- Title IV and Complying with New State Authorization Rules, Academic Impressions – September 2011
- SharePoint for Project Management, ASPE SDLC Training – March, 2011

PROFESSIONAL MEMBERSHIPS

- Project Management Institute (PMI)
- Project Management Institute Milwaukee SE Wisconsin Chapter (PMI MKE)
- Online Learning Consortium (OLC)
- Production and Operation Management Society (POMS)
- International Academy of Business and Economics (IABE)

COMMUNITY SERVICE INVOLVEMENT – *Selected*

Social Media Strategist, Rotary International – Pewaukee Passport Satellite Club, 2020
Member, Board of Directors – United Way Kenosha, 2020
Member, Information Technology Practice Center, UW-Parkside, 2016
Member, Board of Directors – Racine Literacy Council, 2016
Registration Leader, Leadership Team – Hope Run Kenosha, Anti-Human Trafficking Initiative, 2016
UW-Parkside Liaison, Kenosha Labor Market Analysis, Kenosha Area Business Alliance, 2016
Member, Associate Vice-Chancellor’s Assistant Search and Screen Committee, 2016
Chair, Parkside Employee Alumni Group (PEAG), 2016
Chair, Instructional Designer Search and Screen Committee, 2015
Member, Employee Relations Coordinator Search and Screen Committee, 2015
Member, Director Research Administration Search and Screen Committee, 2014
Member, College of Social Sciences and Professional Studies Dean’s Assistant Search and Screen Committee, 2013
Facilitator, Untangling Racism: Reflection, Dialogue, Synthesis, 2012
Volunteer, Meals and Wheels Driver – UW-Parkside Team, 2011-2015
Member, Entrepreneurship Professor Search and Screen Committee, 2011
Member, Operations Management Professor Search and Screen Committee, 2010
Member, Board of Directors – Young Leaders in Kenosha, 2010

LANGUAGE

Fluent in English and Spanish

REFERENCES

Kim Kelley, Ph. D.

Vice President and Provost, Montgomery College

Tel: 240-567-5010, Email: kimberly.kelley@montgomerycollege.edu

Dirk Baldwin, Ph. D.

Dean, College of Business, Economics, and Computing
University of Wisconsin-Parkside

Tel: 262-595-2046, Email: dirk.baldwin@uwp.edu

Ann Zanzig

Consultant, Office of Quality Improvement
University of Wisconsin-Madison

Tel: 608-225-2098, Email: aezanzig@wisc.edu