**ELIZABETH A. LUCKMAN**

**ACADEMIC APPOINTMENTS**

**Gies College of Business | University of Illinois at Urbana-Champaign**

Clinical Assistant Professor of Business Administration (2019 – present)

Academic Director, Undergraduate Management Major (2020 – present)

Disruption Lab Advisor (2022 – present)

R. C. Evans Data Analytics Fellow (2019 – 2022)

**Grainger College of Engineering | University of Illinois at Urbana-Champaign**

Senior Researcher (post-doc) in Leadership and Executive Development(2018 – 2019)

National Center for Principled Leadership and Research Ethics

**EDUCATION**

**Washington University in St. Louis | Olin Business School** St. Louis, MO

PhD in Business Administration 2018

Concentration: Organizational Behavior

**The Ohio State University | Fisher College of Business** Columbus, OH

Master of Business Administration, *with honors*  2013

Concentrations: Organizational Behavior and Finance

**Wellesley College** Wellesley, MA

Bachelor of Arts, *cum laude* 2003

Majors: Classical Civilization and English Literature

**International Education and Professional Experience**

* Singapore: Nanyang Technological University Leadership Academy, co-develop and facilitate leadership development and mentorship programs for university leaders, November 2018 and March 2019
* Bali, Indonesia: MBA internship - Lean coach, focused on employee engagement and organizational change, June-August, 2012
* Mumbai, India: *i4 Program-India*, Fisher College of Business semester course, including a week in country, Spring 2012
* Munich, Germany: Buying trips with Neiman Marcus, 2004-2006
* Fife, Scotland: University of St. Andrews, full academic year, 2000-2001
* Sorrento, Italy: *Antiquity in the Bay of Naples*, Wellesley College, month-long winter session course, January 2000

**RESEARCH INTERESTS**

Leadership | Organizational Ethics | Complex Social Interaction | Management Education

**DISSERTATION**

**Luckman, E. A.** Morality in Organizations: Ethics, Meaning, and God at Work

*Chair: Hillary Anger Elfenbein, Committee Members: William Bottom, Ashley Hardin, Rachel Ruttan, Rebecca Walker Reczek*

**PUBLISHED WORK (Journals and Book Chapters)**

**Luckman, E. A.** (in press, 2022). “Teaching in a complex system: Using systems thinking to facilitate social-emotional learning in the college classroom” in Kumar, P. et al (Eds). *Honing Self-Awareness of Faculty and Future Business Leaders.* Emerald Publishers.

Lee, J., Jang, D., **Luckman, E. A.**, and Bottom, W. P. (2021). Wielding power in multiparty negotiations; The impact of communication medium and assertiveness. *Journal of Conflict Management.* *33(1).* 132-154

**Luckman, E. A.,** and Gunsalus, C., K. (2020)“Personal values and ethical decision-making in the classroom”. In Wueste, D. (Ed). *Teaching Ethics Across the American Educational Experience: Models that integrate across undergraduate studies*

**Luckman, E. A.** (2017). Weaving action learning into the fabric of manufacturing: The impact of humble inquiry and structured reflection in a cross-cultural context. *Action Learning: Research and Practice* *14*(2), 174-184*.*

Elfenbein, H. A. and **Luckman, E. A.** (2015). Accuracy in judging affective cues across cultures. In Hall, J.A., Mast, M.S. and West, T. (Eds). *The Social Psychology of Perceiving Others Accurately.* (pp. 328-349). Cambridge University Press.

**OTHER PUBLICATIONS AND COMMENTARIES**

**Luckman E. A.** “Valuing the Value Creator” (2021). In *Thinking About Respect.* Published online by Lean Transformations Group.

**Luckman E. A.** Gunsalus C. K., Burbules, N. C., and Easter, R. A. (2021). “[Defining a Culture of Excellence in Academic Research”](https://www.insidehighered.com/advice/2021/06/24/how-research-leaders-can-encourage-culture-excellence-and-positive-group-dynamics). *Inside Higher Education Online* (Opinion).

Luckman J. E., and **Luckman E. A.** (2020). [“The Five Gifts from Aristotle for Living a Meaningful Life.”](https://www.linkedin.com/pulse/five-gifts-from-aristotle-living-meaningful-life-elizabeth-a-luckman/?articleId=6684863985063391232) *Published on LinkedIn and Medium.*

**Luckman, E. A.,** (2020). [“Lean is not the solution to your problems, it’s a problem-solving paradigm.”](http://www.lean-transform.com/articles-by-our-partners/lean-is-not-the-solution-to-your-problems-its-a-problem-solving-paradigm/) *Lean Transformations Group.*

Burbules, N., Weaver, A. A., **Luckman, E. A.,** Gunsalus, C. K. (2019) [“Incivility, Bullying, and Academic Disfunction”](https://www.insidehighered.com/advice/2019/12/19/avoiding-culture-nastiness-academe-opinion) *Inside Higher Education Online* (Opinion).

Wraight, S., Burbules, N. C., **Luckman, E. A.**, Gunsalus, C. K., (2019) “[Why Listening Matters for Leaders](https://www.insidehighered.com/advice/2019/10/24/why-and-how-academic-leaders-should-become-better-listeners-opinion)” *Inside Higher Education Online* (Opinion).

**Luckman, E. A.**, Burbules, N. C., Gunsalus, C. K., Easter, B. A., (2019) “[The Self Aware Leader](https://www.insidehighered.com/advice/2019/08/07/importance-understanding-yourself-academic-leader-opinion)” *Inside Higher Education Online* (Opinion).

**Luckman, E. A.**, Easter, B. A., Gunsalus, C. K., Burbules, N. C., (2019) “[How to Change an Unhealthy Department Culture](https://www.insidehighered.com/advice/2019/03/14/recommendations-improving-unhealthy-department-culture-opinion)” *Inside Higher Education Online* (Opinion).

**Luckman, E. A.**, Gunsalus, C. K., Burbules, N. C., Easter, B. A., (2019) “[Fostering Trust in Academic Departments](https://www.insidehighered.com/advice/2019/01/10/why-trust-crucial-academe-and-what-you-can-do-cultivate-it-opinion)” *Inside Higher Education Online* (Opinion).

**Luckman E. A.**, (2018). “[Savvy Leadership Promotes Ethical Science](https://www.nature.com/articles/d41586-018-07241-z)”, *Nature* 563 (35) (Correspondence).

**SELECTED ONGOING PROJECTS**

**Effective Teaming Grant** *(with Judith White and Kari Keating)*

**Professional Responsibility Class Materials Development** *(with Pat Werhane and Gretchen Winter)*

**Manuscript preparation** for submission to ***Teaching Ethics*** *(with C. K. Gunsalus)*

**CURRICULUM AND COURSE DEVELOPMENT**

**Undergraduate Course Development**

* BUS 201 – Business Dynamics
* BADM 311 – Leadership and Teams (8-week online course)
* BADM 199 – Exploring Leadership: Insights from Philosophy to Pop Culture (Invited Course development for Campus Honors Program)

**Graduate and Professional Course Development**

* **Leading Teams: Developing as a Leader** (BADM 508)
* **Leading Teams: Building Effective Team Cultures** (BADM 508)
* **Grow with Google -** Leadership content development and delivery
* **Leadership skills iCadamies** – Program oversight and development

**External Curriculum Development**

* **Leadership Development Program: Howard Hughes Medical Institute (2019-current)**
  + Ongoing work with NCPRE (Grainger College of Engineering/UIUC), creating leadership development program for laboratory scientists
* **Leadership and Management in Action Program: Washington University Department of Biological and Biomedical Sciences/School of Medicine (2019)**
  + Case studies developed using ethnographic methods for use in leadership development workshop series for graduate students and post-docs

**TEACHING EXPERIENCE and TEACHING CREDENTIALS**

**Teaching Certification**

Teaching Citation: Earned Spring 2018 from Washington University in St. Louis

**University of Illinois at Urbana-Champaign | Gies College of Business**

**Undergraduate**

* BADM 199, Exploring Leadership: Insights from Philosophy to Pop Culture (Spring 2023, Campus Honors Program course)
* BUS 201, Business Dynamics (Fall 2019 to present, every semester)\*
* BADM 311, Leadership and Teams (Summer 2020, 2021, 2022)\*
* BADM 395, Business Ethics Academy (Fall 2019)\*

**Graduate (iDegrees)**

* BADM 508, Leadership and Teams (Fall, 2019 to present, each term)\*
* BADM 590, Dallas Immersion Course and Trip (March 2020)
* BADM 544, Strategic Leadership (Associate Instructor, Spring 2020, Summer 2020)

*\* Indicates Teacher Ranked As Excellent distinction*

**Washington University in St. Louis | Olin Business School**

**Undergraduate Thesis Advisor**

* Advisor for undergraduate honors thesis team, Spring 2018

**Sole Instructor**

* *Negotiation*, undergraduate course, Fall 2016
* Overall Instructor Rating: 9.76/10.00 (departmental average: 8.86)

**Guest Lecturer**

* *Business Fundamentals and Professional Competencies for Non-Business Students*, undergraduate course, Fall 2015-Spring 2017
* *Effective Managerial Communication*, specialized master’s program course, Fall 2015

**Curriculum Development**

* *Negotiation*, undergraduate course, Fall 2016
* *Business Fundamentals and Professional Competencies for Non-Business Students*, undergraduate course, Fall 2015-Spring 2017

**Teaching Assistant**

* *Defining Moments in Leadership*, MBA course, Spring 2015, 2016
* *Negotiation and Conflict Management*, EMBA core course, Spring 2015, 2016
* *Women in Leadership*, MBA course, Fall 2014

**The Ohio State University | Fisher College of Business**

**Recitation Leader and Teaching Assistant**

*Business Skills and Environment*, undergraduate core course, Spring 2013

**SELECTED FACILITATED PROFESSIONAL WORKSHOPS**

**University of Illinois Urbana-Champaign**

* American Geophysical Union Leadership Workshop for Heads and Chairs (co-facilitation with C. K. Gunsalus) (December 2022)
* Leading Forward: Workshop for Illinois Advancement Group – *Leading Without Authority*, 2021
* Illinois Business Officers Workshop (co-facilitation with C. K. Gunsalus)– *Surviving and Thriving: Principled, Preventative, Professional Interactions*, 2020
  + Currently working with Business Officers to develop their own workshop series
* Leading Forward: Workshop for Illinois Advancement Group – *Leading Without Authority*, 2019
* Psychology department faculty and student brown-bag – *Building a Culture that Works,* 2019
* Molecular and Cellular Biology graduate student seminar – *Introduction: The Ethical and Social Dimensions of Science,* 2018
* iSchool graduate student seminar – *Professional Development and Responsibility,* 2018

**Nanyang Technological University (Singapore) –** *NTU Leadership Academy*, co-facilitator with NCPRE team, 2018 and 2019

**CONFERENCE PRESENTATIONS**

**Luckman, E. A.** and Luckman, J.E. (2022). Aristotle’s Building Blocks. Paper presented at *the 15th Annual Philosophy of Management Conference*, Oxford, UK.

**Luckman, E. A.** (2019). Meaning at work and ethical decision-making. Paper presented at *79th Annual Meeting of the Academy of Management*, Boston, Massachusetts.

**Luckman, E. A.** (2018). Self-transcendence at work and unethical behavior: Can a calling orientation reduce unethical behavior? Paper presented at the *Western Academy of Management*, Salt Lake City, Utah.

**Luckman, E. A.**, Jang, D., Lee, J., and Bottom, W. P. (2017). Exercising bargaining power in a negotiation: How assertiveness, gender, and real alternatives interact to shape the process. Paper presented at the *77th Annual Meeting of the Academy of Management*, Atlanta, Georgia.

Huang, J. M. and **Luckman, E. A.** (2017). Taking blame: A way to overcome gendered perceptions of leadership. Paper presented as part of a symposium *Woman at Work: Getting Things Done Means Acknowledging our Differences* at *The 77th Annual Meeting of the Academy of Management*, Atlanta, Georgia.

**Luckman, E. A.** (2017). Goal framing and unethical behavior: Values salience as a mediating mechanism. Paper presented at the *International Society for Research on Emotions,* St. Louis, Missouri.

**Luckman, E. A.** and Luckman, J. E. (2017). Organizational telos and virtue pursuit: Motivating ethical behavior in organizations. Paper presented at *The 12th Annual Philosophy of Management Conference*, St. Louis, Missouri.

**Luckman, E. A.** (2017). God image and leader schemas: On the intersection of religious values and organizational life. Paper presented at *The 3rd International Association of Management Spirituality and Religion Conference: Leadership, Spirituality, and Education,* Fayetteville, Arkansas.

**Luckman, E. A.** (2016). Does God image inform leader schemas?. Paper presented as part of a symposium: *Moral Drivers of Interpersonal Relationships at Work* at the *76th Annual Meeting of the Academy of Management*, Anaheim, California.

**Luckman, E. A.** and Luckman, J. E. (2016). A philosophy of management in practice: challenging current managerial assumptions to improve performance in the face of complexity. Paper presented at the *11th Annual Philosophy of Management Conference*, Oxford, England.

**Luckman, E. A**., Jang, D., Lee, J., & Bottom, W. P. (2016). Individual differences in group negotiation: An exploratory analysis of personality differences in three-person negotiations. Paper presented at the *29th Annual International Association of Conflict Management Annual Conference*, New York, New York.

**Luckman, E. A**. (2015). Weaving Lean into the fabric of the organization: The ethical implications of a Lean journey. Paper presented as part of a symposium: *Exploring the silver linings to the dark sides of behaviors, traits, and processes* at the *75th Annual Meeting of the Academy of Management*, Vancouver, British Columbia, Canada.

**Luckman, E. A**. (2015). Weaving Lean into the fabric of the organization: The ethical implications of a Lean journey. Paper presented at the *10th Annual Philosophy of Management Conference,* Oxford, England.

**ORGANIZED SESSIONS and PROFESSIONAL DEVELOPMENT WORKSHOPS**

Culham, T. E., Kumar, P., **Luckman, E. A.**, Egel, E., Peregoy, R., Major, R. J. (2020). Professional Development Workshop Facilitator: *Improving Lives by Developing Faculty and Future Business Leaders’ Self-Awareness* presented virtually at *The 80th Annual Meeting of the Academy of Management*.

**Luckman, E. A.** and Craze, G. J.(2020). Professional Development Workshop Facilitator: *I don’t have time, and other lies we tell ourselves: Discipline and purpose in academia* presented virtually at *The 80th Annual Meeting of the Academy of Management.*

**Luckman, E.A.,** andSmallfield, J., with Gunsalus C. K, Plemmons D., and Winter G. (2020). Professional Development Workshop Facilitator: *A Practical Approach to Improving Research Quality Through an Expanded Understanding of Research Ethics.* presented at the annual conference for the Association of Professional and Practical Ethics (APPE), Atlanta, Georgia.

Culham, T. E., Kumar, P., **Luckman, E. A.**, Egel, E., Peregoy, R., Major, R. J. (2019). Professional Development Workshop Facilitator: *Improving Lives by Developing Faculty and Future Business Leaders’ Self-Awareness* presented at *The 79th Annual Meeting of the Academy of Management*, Boston, Massachusetts.

**Luckman, E. A**., and Craze G. (2018). Professional Development Workshop Facilitator: *Intellectual Athletes: Optimizing graduate students in mind, body and spirit* presented at *The 78th Annual Meeting of the Academy of Management*, Chicago, Illinois.

Knowlton, K. K., Huang, J. M., **Luckman, E. A**. (2018). Professional Development Workshop Facilitator: *Round 2 - Peer mentorship and professional development for organizational behavior Ph.D. students* presented at *The 78th Annual Meeting of the Academy of Management*, Chicago, Illinois.

Culham, T. E., **Luckman, E. A.**, Major, R. J., Peregoy, R. (2018). Professional Development Workshop Facilitator: *Improving Lives by Developing Faculty and Future Business Leaders’ Self-Awareness* presented at *The 78th Annual Meeting of the Academy of Management*, Chicago, Illinois.

Huang, J. M., Knowlton, K. K., **Luckman, E. A**. (2017). Professional Development Workshop Facilitator: *Developing each other - Peer mentorship and professional development for organizational behavior Ph.D. students and Ph.D. candidates* at *The 77th Annual Meeting of the Academy of Management*, Atlanta, Georgia.

**Luckman, E. A.** and Huang, J. M. (2017). Symposium co-chair: *Woman at work - Getting things done means acknowledging our differences* at *The 77th Annual Meeting of the Academy of Management,* Atlanta, Georgia.

**Luckman, E. A**., Knowlton, K. K., and Huang, J. M. (2016) Symposium co-chair: *Moral drivers of interpersonal relationships at work at The 76th Annual Meeting of the Academy of Management*, Anaheim, California.

Keeney, J., Zhao, E., and **Luckman, E. A**. (2014). Symposium co-chair: *The bright and dark sides of leadership* at *The* *74th Annual Meeting of the Academy of Management*, Philadelphia, Pennsylvania.

**MODERATED SESSIONS**

**Luckman, E. A.** (2019). Discussant: *MSR: Spirituality, Religion, Mindfulness, and Theology in the Workplace* at *The* *79th Annual Meeting of the Academy of Management*, Boston, Massachusetts.

**Luckman, E. A.** (2018). Chair: *MSR: Mindfulness Inquiry and Conscious Capitalism* conducted at *The 78th Annual Meeting of the Academy of Management*, Chicago, Illinois.

**Luckman, E. A**. (2017). Track convener: *Organizational values.* *Philosophy of Management Conference*, St. Louis, Missouri.

**Luckman, E. A.** (2016). Discussant: *MSR: Spirituality, Religion, Mindfulness, and Theology in the Workplace* at *The* *76th Annual Meeting of the Academy of Management*, Anaheim, California.

**SELECTED SERVICE TO THE UNIVERSITY**

**Fall 2022**

* Invited Speaker: Business Council College Relations
* Invited Speaker: Phi Gamma Nu student meeting
* iConverge: Larry Gies interview moderator
* iConverge: Interview panel with John Byrne
* Committee member: Undergraduate Faculty Committee (invited by Kevin Jackson)
* Advisor: Next Gen Leaders RSO
* Name reader: Gies December commencement

**Summer 2022**

* Invited Speaker: Gies Alumni-Engagement Team Retreat
* Invited Speaker: Gies Webinar (through online programs), Aristotle’s Building Blocks

**Spring 2022**

* Invited Speaker: James Scholar Professional Event (Women in business panel)
* Invited Speaker: Council of Presidents Meeting (undergraduates)
* Invited Speaker: Gies Business Council College Relations
* Invited Speaker: Beta Gamma Sigma Induction Ceremony
* Committee member: Undergraduate Faculty Committee (invited by Kevin Jackson)
* Advisor: Next Gen Leaders RSO

**Fall 2021**

* Invited Speaker: IvyExec Professional Development Webinar *Growing as a Leader*
* Committee member: Undergraduate Faculty Committee (invited by Kevin Jackson)
* Advisor: Next Gen Leaders RSO

**Spring 2021**

* Invited Speaker: Mock iMBA class, *Meaning and Motivation at work*
* Invited Speaker: Gies Business Council Corporate Partnerships
* Invited Speaker: Gies Business Council College Relations
* Invited Speaker: Digital Measures Presentation to BADM Department

**Fall 2020**

* Interviewer: Interview with Dean Brown on Purpose for BUS 201
* Invited Speaker: Mock iMBA class, *Effective Teaming*
* Invited Speaker: Negotiation workshop (NCPRE/ UIUC Grainger College of Engineering)
* Invited Speaker: Gies Teaching Academy Online Presentation to Faculty
* Invited Speaker: Gies undergraduate recruitment session
* Moderator and creator: *The Social Dilemma* Online Panel Discussion
* Panelist: iMBA Gies Drinks Online
* Judge: Design for America, Design Thinking Project Panel Presentations

**Summer 2020**

* Invited Speaker: Gies Teaching Academy Online Presentation to Faculty

**Spring 2020**

* Advisor: Faculty Mentor MSTM Practicum
* Radio spot: Coronavirus Business Implications Faculty Panel Mock Live Session
  + *Spot on Stevie Jay Morning Show, ESPN 93.5 to promote Mock Live Session*
* Invited Speaker: Gies Experience Volunteer (undergraduate admissions)
* Invited Speaker: UIUC Campus Honors Program Undergraduates
* Invited Speaker: James Scholar Online Speaker Series
* Invited Speaker: Founders’ Startup Bootcamp Workshop, *The Vision of Your Venture*
* Moderator: Ethics in Global Commerce during Coronvirus with Pat Werhane

**Fall 2019**

* Name reader: Gies December Commencement
* Teacher: Guest Professor (Business Ethics)
* Panelist: Data Ethics Summit at iHotel
* Invited Speaker: Data Ethics talk at Research Park
* Invited Speaker: UIUC Business Council Undergraduates
* Judge: UIUC PRBS Case Competition
* Judge: UIUC B101 Final Projects
* Advisor: Business Ethics Academy RSO

**Olin Business School**

* Podcast contributor: Olin Business School Gradcast (<http://gradcast.club/Episodes.php>)
* Development and facilitation of negotiation and communication training workshops
  + Minority Professional Advancement Summit, Washington Univ., 2018
  + Minority Association of Rising Scientists, Washington Univ. chapter, 2018
  + National Society for Black Engineers, Washington Univ. chapter, 2017
  + Alpha Kappa Psi Business Fraternity, Washington Univ. chapter, 2017
* Coach and Chaperone, Baylor Undergraduate Negotiation Competition, 2017
* Graduate Council Student Representative, Washington University, 2016 - 2017
* Presidential Debate Volunteer, Commission on Presidential Debates, Washington University, 2016
* Contributor, ASQ Blog, 2016 - present
* Co-Creator: PhD Life Raft (phdliferaft.com), 2016 - current
* Committee Member, Olin Business School PhD Strategic Planning Committee, 2016
* Facilitator and organizer, Olin OB PhD Student Brown Bag Series, Fall 2014 – present

**SERVICE TO THE FIELD**

**Leadership**

* AOM, *Management, Spirituality, and Religion Interest Group*
  + Secretary/Archivist – Elected Member of Executive Committee for the MSR Interest Group at AOM, 2017 – 2020
  + Student Engagement Committee Chair for MSR Interest Group at AOM, 2017 – 2020

**Reviewing**

* Reviewer, *Accountability in Research: Policies and Quality Assurance* (2022)
* Reviewer, *Personnel Psychology* (2020)
* Reviewer, AOM Annual Conference, (*OB, SIM, MSR, CM Divisions*)*,* 2013-present
* Associate Editor, AOM Annual Meetings (*MSR Division*)*,* 2015-present
* Co-reviewer with Hillary Anger Elfenbein (*Journal of Experimental Psychology, Journal of Applied Psychology, Cognition and Emotion, Sage Open Journal, Journal of Communication*) (2015)

**Professional Associations**

* International Coaching Federation, joined 2020
* International Humanistic Management Society, joined 2018
* Responsible Research in Business and Management, joined 2018
* Society for Business Ethics, joined 2014
* Academy of Management, joined 2013

**AWARDS and HONORS**

**University of Illinois at Urbana-Champaign | Gies College of Business**

* Dean’s Impact Award (2021)
* Department Teaching Award (2021)

**Washington University in St. Louis | Olin Business School**

* Moog Scholar Award: Olin Business School award recognizing exceptional progress in doctoral studies, 2017
* Best Paper Award, *International Association of Management, Spirituality, and Religion Conference*, 2017
* Honorable Mention for best conference paper, *Philosophy of Management Conference*, 2017
* Fellowship recipient*, Eighth Annual Conference for Pretenure Women, Sponsored by the Office of the Provost and the Susan Bulkeley Butler Center for Leadership Excellence at Purdue University*, 2017
* Best Poster Award: annual Olin Business School job market candidate poster contest*,* 2017
* Outstanding Reviewer, *MSR Interest Group, Academy of Management*, 2015, 2018

**The Ohio State University | Fisher College of Business**

* Weidler Scholar: award granted to top 15% of MBA class, 2013
* Beta Gamma Sigma Honor Society, 2012
* Fisher Fellow: merit scholarship, 2011-2013
* 1st Place - Macy’s Challenge: Marketing Team Case Competition, national MBA case competition, Macy’s, Inc., 2012

**Wellesley College**

* Wellesley College Scholar, 2003
* Bachelor of Arts, *cum laude*, 2003
* First Year Distinction, 2000

**OTHER PROFESSIONAL EXPERIENCE**

**Wooden Ships by Paola Buendia**

*Lean Coach* June 2012-August 2012

*Bali, Indonesia*

Implemented operational and organizational change via experimentation with processes on production line and utilizing continuous learning techniques and humble inquiry. Collaborated with owners and human resources director to improve communications and leadership, generating a new culture of employee engagement.

**Neiman Marcus**

*General Manager, Cusp* 2009-2011

*McLean, VA*

Led and managed all aspects of $3 million concept store, including sales, customer service, human resources, operations, public relations, store-level profit and loss. Guided store team to highest customer service score in store group. Facilitated move to new store location.

*Department Manager*  2006-2009

*Charlotte, NC*

Led and managed contemporary women’s clothing department. Selected as part of opening management team for new full-line store. Guided store team to highest customer service score in store group.

*Assistant Buyer/Merchandise Planner*  2003-2006

*Dallas, TX*

Assistant Buyer of the Year, corporate-wide merit award, 2006. Independently created comprehensive financial plans and projections for major women’s apparel business, presented to senior management monthly and seasonally. Analyzed sales, inventory, and merchandising data to optimize sales and margin performances.

**Professional Training**

* CoachRICE, Mentor Coaching (ICF required to earn coaching credential), Spring 2020
* CoachRICE, A Leadership Coaching Program (International Coaching Federation (ICF) Certification), Fall 2020
* Lean Transformation Group Workshop, Lean Enterprise Institute Summit, 2012
* Gestalt Institute of Cleveland, *Introduction to Gestalt*, 2012
* Neiman Marcus Department Manager Development Program, 2006
* Neiman Marcus Executive Development Program, 2003

**Board Service**

* Board Chair, Ignite Theater Company, St. Louis, 2018-2019
* Board member, Ignite Theater Company, St. Louis, 2017-2019

*Updated: December 2022*