

# **CURRICULUM VITAE**

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## **EDUCATION**

### **CAPELLA UNIVERSITY — Minneapolis, MN**

Ph.D. in Industrial-Organizational Psychology, June 2013

*Dissertation:* The Role of Gender and Individual Conflict-Handling Style as Predictors of Coworker-Initiated, Coworker-Targeted Indirect Workplace Aggression

### **TEXAS WOMAN'S UNIVERSITY — Denton, TX**

M.A. in Counseling Psychology, May 2003

*Paper:* An Intervention to Teach Adults with Receptive Dyssemia More Effective Techniques to Interpret and Decode Nonverbal Messages

### **BAYLOR UNIVERSITY — Waco, TX**

B.A. in Philosophy, May 1993

## **TEACHING EXPERIENCE**

- Leadership Studies (Online; Fairleigh Dickinson University)  
September 2022 to Present
- Principles of Health and Wellness (Online; University of Phoenix)  
May 2010 to June 2014
- Nonviolent Crisis Intervention (Face-to-Face; Northern Mariana Islands)  
February 2006 to February 2007

## **INTERNSHIP EXPERIENCE**

- Galaxy Counseling Center – Therapist  
Garland, Texas  
June 2001 – Dec 2001
- Collin County Community College – Therapist  
Plano, Texas  
Sept 2000 – June 2001

## **EMPLOYMENT HISTORY**

**(1) ADJUNCT PROFESSOR OF EXECUTIVE LEADERSHIP**  
**Southern Methodist University**

January 16, 2024 - Present  
Dallas, TX 75275

- Southern Methodist University's Cox School of Business has one of America's premier business programs, offering challenging academics, small classes, and excellent networking opportunities. Consistently ranked among the world's leading business schools, SMU Cox maintains an active global alumni network of more than 40,000 graduates located in 80 countries.
- Students examine and apply the skills needed to lead at higher levels within an organization. Leadership requires seeing the need for change and having the courage, skills, and ability to implement effective change. Students learn to recognize the interaction among elements of complex organizational systems and to successfully leverage teams in order to move the organization in the right direction.
- Serve as adjunct professor in the SMU's Cox School of Business.
- Teach Executive Leadership course for SMU's online MBA students. The course incorporates lectures, group discussions, written assignments, journaling, case studies, team-based simulation, and other experiential exercises.

## **(2) ADJUNCT PROFESSOR OF LEADERSHIP STUDIES**

**Fairleigh Dickinson University**

Teaneck, NJ 07666

September 23, 2022 - Present

- The Industrial/Organizational program at Fairleigh Dickinson University provides a comprehensive, empirically based background in industrial/organizational psychology. Students gain knowledge and understanding of a variety of workplace-based concepts ranging from employee selection, learning and development, assessment and measurement, and leadership to the impact of technology on behavior and systems.
- Teach Leadership Studies in the online MA Program in Industrial/Organizational Psychology to students in China.

## **(3) LEARNING & DEVELOPMENT MANAGER**

**Lennox International**

Richardson, TX 75080

September 27, 2022 - October 30, 2023

- Served as subject matter expert on learning and organizational development issues and assessed needs through research and consultation with the business.
- Leveraged business data, engagement/pulse surveys, direct employee feedback, and industry leading practices to influence Lennox's learning and development strategy, career management programs and practices, leadership development initiatives, and employee learning experiences.
- Identified, designed, and coordinated both internal and external learning and development solutions focused on building the leadership skills of emerging leaders, front-line supervisors, and managers.
- Developed high-quality innovative leadership development solutions; including instructor-

led courses, e-learning modules, and micro-learning options; incorporating a blended approach to delivery.

- Designed & delivered learning materials focused on promoting application of Lennox's Guiding Behaviors.
- Established program deployment strategies and facilitated associated "train-the-trainer" programs.
- Designed, developed, and facilitated the 2-day (in-person & virtual) Foundations of Management (FOM) leadership development program and Driving Results through Effective Management (DREM) leadership development program.

#### **(4) MANAGER, EMPLOYEE ENGAGEMENT & ORGANIZATIONAL DEVELOPMENT**

##### **Atmos Energy**

Dallas, TX 75240

Jun 7, 2021 - January 20, 2022

- Collaborated with leaders throughout all business units to (a) identify employee and leadership development goals & objectives, and (b) refine and strengthen leadership development approach.
- Produced toolkit for growing Atmos Energy culture & developing leaders. Designed programs & tools that develop skills on-the-job & in-the-flow of work, augmenting traditional solutions for employee and leadership development.
- Led sustainment phase of new employee onboarding program which included collecting & analyzing feedback, diagnosing gaps & resistance, and recommending corrective actions. The sustainment phase ensured the employee onboarding program continues to provide an effective & efficient acculturation process for every new employee across the enterprise.
- Created and maintained learning path roadmaps for developing Atmos Energy leaders by identifying expectations & capabilities needed at different levels of leadership and providing guidance.
- Advanced culture of coaching & mentoring where Atmos Energy leaders identify their own coaching styles and hone their coaching skills. Established coaching identity as a critical development tool.
- Supported new Atmos Energy leaders in adjusting to their new roles & responsibilities while maintaining a high level of support for tenured leaders at all levels of the organization.
- Assessed effectiveness of Atmos Energy talent development programs using data, metrics, and employee feedback.

#### **(5) LEADERSHIP DEVELOPMENT MANAGER**

##### **Crash Champions (formerly Service King Collision)**

Richardson, TX 75080

Sept. 4, 2018 - Oct. 2, 2020

- Planned, designed, delivered, and evaluated leadership development curricula to support management and leadership development.
- Partnered with CHRO and executive & senior leaders in HR, Operations, and Finance to understand and identify leadership development needs and design solutions to improve the way the company attracts, develops, and creates meaningful work experiences throughout

the organization.

- Administered learning evaluations and assessments to ensure targeted levels of effectiveness and impact of learning programs to achieve business outcomes.
- Developed and rolled out post-training support and reinforcement tools to sustain behavioral change and drive improved performance and business outcomes.
- Program Manager of the \$1.5 million Service King Leadership Academy, a 10-week leadership development program, designed to provide a hands-on learning experience for all Service King leaders. In partnership with the University of Texas at Dallas, it is an instructor/expert-led program, built around an in-person, classroom training with a follow-up remote learning content and experiences.

## **(6) CORPORATE LEADERSHIP & TALENT DEVELOPMENT CONSULTANT**

### **Optum (formerly MedSynergies)**

Irving, TX 75038

May 20, 2014 - Dec. 8, 2017

#### **LEARNING, TRAINING & DEVELOPMENT:**

- Advised senior leadership on learning & development initiatives, including strategy, measurement, needs analysis, and course & program selection and implementation.
- Collaborated with stakeholders on how to achieve desired results efficiently & effectively, addressing root causes of performance gaps.
- Conducted assessments & post-learning evaluations to understand successes & improvement opportunities while ensuring consistency & quality.

#### **LEADERSHIP DEVELOPMENT & TALENT MANAGEMENT:**

- Program manager responsible for corporate university (Optum Leadership Academy) that aims to develop sales leaders & high potentials (Sales, Operations, and IT) and teach them business acumen, revenue cycle management, physician healthcare practices, and the company's product lines.
- Created a "Talent Profile" template and a "9-Box Grid & Key" to facilitate Succession Planning meetings and High Potential selections.
- Developed detailed, executive-level Succession Planning presentation for managers and executives.

#### **CHANGE MANAGEMENT:**

- Developed change management workshop (Organizational & Individual Change and Prosci/ADKAR Change Management Model) to train & equip participants with understanding of & appreciation for change, and the needed skills to manage that change.
- Created a detailed Change Management Plan that walked stakeholders through a Change Management process & its integration into a Talent Management Project.
- The goal was to drive faster adoption, greater proficiency, and higher utilization while addressing & minimizing resistance to the changes impacting employees in the organization.

## **(7) PROFESSOR**

### **University of Phoenix**

Phoenix, AZ 85040

Jan. 19, 2010 - Jun. 15, 2014

- Engaged learners using didactic, Socratic, and facilitative techniques to help them sharpen their skills while learning practical, relevant lessons about health and wellness.
- Facilitated learning process by organizing and translating information into a format that matches learners' current level of understanding, allowing them to build upon knowledge they have already learned.
- Helped learners apply critical thinking skills to evaluate the credibility of information and rely on evidence-based methods to reach a conclusion or develop a solution.

### **(8) SENIOR DIVERSITY TRAINER**

**University of North Texas**

Denton, TX 76203

May 11, 2009 - Oct. 21, 2009

- Ensured successful delivery of diversity education and training programs throughout campus including development and implementation of policies and procedures in the areas of training, faculty and student rights and responsibilities, and new student and faculty orientations.
- Fostered a teamwork environment conducive to positive dialogue across all departments. Personal efforts were cited as a driving force behind new students' interests and retention in multicultural activities.
- Created and delivered Ally Training program to support faculty and staff in creating a safe zone for highly diverse, minority group members. Wrote and designed the ALLY Training manual covering issues including safety, discrimination, expert insights, and rights information.

### **(9) PROJECT MANAGEMENT ACCOUNTING SPECIALIST**

**BlueTriton Brands (formerly Nestle Waters North America)**

Coppell, TX 75019

Jun. 9, 2008 - Feb. 6, 2009

- Cost tracked and reconciled multi-million-dollar construction projects ranging from \$5 million to \$20+ million.
- Analyzed and resolved invoicing problems, goods receipt/invoice receipt (GR/IR), vendor billing issues, payment discrepancies for construction and maintenance of water bottling facilities.
- Managed budgets, checked to ensure that proper funds had been allocated for each project, and worked with project managers to ensure project requests are delivered on time.

### **(10) DISABILITY SERVICES ADVISOR**

**Collin College**

Plano, TX 75074

Sept. 24, 2007 - Jun. 6, 2008

- Developed and delivered quality disability services to student population at Collin College. Implemented programs and policies in the areas of advising to students and training to

faculty, to improve college learning experience for students and college teaching experience for faculty.

- Promoted teamwork-based environment to drive better interaction with & services to students. Personally cited by students as the dynamic force behind improved advisor-student relations.
- Counseled students in getting the appropriate level of mental health care. Proctored and administered tests for students on all campuses needing special testing arrangements.
- Delivered presentation on alternative education for students with disabilities, helping them and their families to understand their rights and options.

## **(11) CRISIS INTERVENTION CONSULTANT**

### **CNMI Public School System**

Saipan, Northern Mariana Islands 96950

Jan. 26, 2004 - Jun. 29, 2007

- The CNMI (Northern Mariana Islands) is comprised of more than 20 ethnicities and nationalities from East, West, as well as Pacific communities, including Chamorro, Carolinian, Filipino, Chinese, Japanese, Korean, Indian, Bangladesh, Russian, Thai, Vietnamese, Micronesian (Yapese, Chuukese, Pohnpeian), Palauan, Hawaiian, Marshall Islands, American, Australian, and various European communities.
- Successfully secured two grants totaling over \$6000 to conduct Nonviolent Crisis Intervention Workshops.
- Launched crisis management program to train school staff to handle anxious, hostile and/or violent crisis situations.
- Developed crisis management plan & communication: (1) Prevention: three levels of prevention for inappropriate behavior, ranging from school-wide positive behavioral expectations to specialized individual systems for specific groups or individuals, (2) Collaboration: collaborative team approach to prevention through the involvement of key stakeholders including the individual, family, staff, and administration, (3) Person-Centered Plans: Relationship-based approaches foster person-centered, respectful interactions between staff and the individual.
- Conducted Nonviolent Crisis Intervention Workshops to train over 800 teachers, counselors, and school staff on Crisis Intervention, Classroom Management, & School Crisis Response.
- Facilitated 7-Week Life-Skills group to help students build self-esteem and learn to make smarter, healthier choices.
- Empowered educators and community about crisis management: (1) Delivered 3-hour presentation to the local community, and (2) Created School Crisis & Acute Traumatic Stress Management Handbook.

## **CERTIFICATIONS & QUALIFICATIONS**

- Thomas-Kilmann Conflict Instrument (TKI)
- Prosci Certified in Change Management
- GROW Coaching Certification
- Lean Six Sigma Black Belt Certified
- Leadership Effectiveness Analysis 360 (LEA 360)

- DISC Certified Practitioner
- Myers-Briggs Type Indicator (MBTI) Step I & Step II

## **PUBLICATIONS**

- Nguyen, S. (2014). The Critical Role of Research in Diversity Training: How Research Contributes To An Evidence-Based Approach To Diversity Training. *Development and Learning in Organizations*, 28(4), 15-17.
- Nguyen, S. Q. (2013). *The role of gender and individual conflict-handling style as predictors of coworker-initiated, coworker-targeted indirect workplace aggression* (Doctoral dissertation). Retrieved from ProQuest Dissertations and Theses database. (Order No. 3568667)
- Nguyen, S. (2011). Less Talk, More Action—The PAR Technique. *Journal of Safe Management of Disruptive and Assaultive Behavior*, 19(1), 14-16.

## **HONORS AND RECOGNITIONS**

- Kate Adele Hill Scholarship
- Psi Chi - International Honor Society in Psychology
- CNMI Mental Health Planning Council Certificate of Appreciation
- Crisis Prevention Institute Executive Director's Letter of Appreciation

## **AREAS OF EXPERTISE**

- Leadership Development
- Talent Development
- Workplace Personality Assessments
- Organizational Development
- Learning & Development
- Performance Consulting