



A seasoned business professional with 20+ years of BYU Marriott teaching experience, I leverage my strengths to help colleagues and students flourish. I strive to model Christlike leadership by cultivating supportive, non-threatening environments where colleagues and students – as they recognize and gather light – feel comfortable making mistakes, improving on weaknesses, and developing empathy. I embrace the [BYU Marriott Vision, Mission, and Values](#), focusing on students as I nurture them in their quest for eternal life. A goal-oriented self-starter, gifted communicator, avid learner, and compassionate includer, I am a committed ambassador for BYU Marriott, BYU, the Church of Jesus Christ of Latter-day Saints, and ultimately my Savior.

## Work Experience

BRIGHAM YOUNG UNIVERSITY | BYU MARRIOTT SCHOOL OF BUSINESS

ASSOCIATE PROFESSOR OF MANAGEMENT COMMUNICATION

2023 - PRESENT

DIRECTOR OF MANAGEMENT COMMUNICATION

- Teach undergraduate management communication, MPA communication, and MBA communication courses
- Oversee scheduling of 75+ undergraduate management communication courses per year
- Recruit, hire, and train adjunct faculty who teach management communication
- Conduct annual stewardship interviews with all adjunct faculty
- Collaborate with Center for Teaching and Learning to summarize student ratings and train new faculty
- Collaborate with BYU Business Librarians to improve students' information and data literacy
- Collaborate with BYU Library Learning Studio to create and publish MCom 320 YSearch modules
- Revised, updated, and edited *Management Communication*, the MCom 320 student textbook
- Collaborated with BYU Online and BYU Independent Study Accessibility Office to ensure the textbook complies with all accessibility standards
- Spearheaded the transition of the MCom 320 student textbook to BYU Open Textbooks, collaborating with Dr. Royce Kimmons (BYU IP&T)
- Ensure FERPA compliance
- Oversee Marriott Student Review (MCom 420), MCom 320's student-run publishing arm
- Attended the BYU University Writing Information Literacy Summer Seminar

ADJUNCT PROFESSOR

2000 - 2023

BUSINESS MANAGEMENT | ROMNEY INSTITUTE OF PUBLIC MANAGEMENT & ETHICS

- Taught MCom 320 – Management Communication, advanced writing class for business majors. Taught 3,000+ students in approximately 80 sections over the past two decades. For the past two years, I've taught fall and winter sections exclusively reserved for non-native English-speaking international students.
- Co-authored *Management Communication*, the course textbook
- Assisted BYU Online in developing the MCom 320 online and blended course curriculum. Continue to collaborate with the online instructional designers to maintain course rigor and satisfy learning outcomes
- Developed and updated quizzes, exams, in-class activities, major assignments, and team business case projects
- Collaborated with the [BYU RWC](#) to provide supplemental instruction for international students
- Maintained updated library course reserve list for all MCom 320 classes
- Coordinated with business librarians to organize MCom 320 research workshops
- Consulted on and edit MCom 320 final exam cases

ADJUNCT PROFESSOR

ROMNEY INSTITUTE OF PUBLIC SERVICE AND ETHICS

2022 - 2023

- Co-taught MPA 662 – Communication in Public Administration
- Taught Executive MPA students to master their written and oral professional communication skills,
- Specialized in grammar, organization, logic, design, feedback, diversity, and presentations
- Collaborated with co-professor to develop and revise curriculum, organize course schedule, and satisfy required learning outcomes

CO-AUTHOR, PROJECT LEAD

MANAGEMENT COMMUNICATION TEXTBOOK UPDATE AND REVISION

2021 - 2022

- Edited and updated *Management Communication* original text errors and textbook links
- Revised textbook material to comply with diversity and inclusion standards
- Complied with generally accepted business communication textbook standards
- Coordinated with BYU Store textbook managers to fund ongoing textbook updates

CHAIR

BYU MARRIOTT ADJUNCT ADVISORY COUNCIL

2019 - 2022

- Oversaw an adjunct advisory council that consists of six adjunct faculty who represent different BYU Marriott departments
- Regularly met with the council to discuss ongoing BYU Marriott adjunct faculty needs and concerns
- Represented all BYU Marriott adjunct faculty on the BYU Marriott Leadership Council
- Collaborated with the dean's office and building supervisor to create an office-space tracking system
- Curated, published, and updated an [adjunct faculty guidebook](#)
- Planned, organized, and executed an annual adjunct faculty summit
- Collaborated with university-wide adjunct advocates to model a fully functional advisory council

ADJUNCT PROFESSOR

MASTER OF BUSINESS ADMINISTRATION

2014 - 2022

- Created, launched, and teach MBA 543 – Oral Communication for Business Executives
- Develop and update course curriculum to satisfy learning-outcome requirements
- Plan, organize, and host a semi-annual professional networking event
- Hire, train, and manage four teaching assistants who oversee course presentation labs

ADJUNCT PROFESSOR & CASE COMPETITION COACH

GLOBAL BUSINESS CENTER

2007 - 2022

- Taught MSB 490R – International Case Competition Class
- Interviewed, auditioned, and selected students who represented BYU Marriott at the CUIBE case competition
- Curated 6 – 8 practice international business cases per class
- Taught students business case theory basics – invite guest experts to guide the process
- Trained students to craft and deliver world-class business presentations
- Coordinated volunteer faculty judges who help prepare the students for the competition

ADJUNCT PROFESSOR & WRITING CENTER DIRECTOR

ROMNEY INSTITUTE OF PUBLIC SERVICE AND ETHICS

2006 - 2021

- Directed and solely operated the RIPSE Writing Center
- Reviewed 5000+ graduate students' documents and presentations
- Critiqued design, organization, content and logic, and grammar on MPA students' rough-draft coursework

- Created a feedback common-errors guide based on 10,000+ comments and edits
- Consulted with professors to coordinate center deadlines and assignment schedules
- Became an APA and Chicago styles expert

#### ADJUNCT PROFESSOR OF ETHICS

ROMNEY INSTITUTE OF PUBLIC SERVICE AND ETHICS

2010 - 2013

- Taught MSB 390 - Business Ethics
- Trained students to develop ethical awareness
- Used business ethics cases to teach prescriptive frameworks for ethical action
- Evaluated students' work to comply with learning-outcome requirements

#### TOP-DOWN COMMUNICATION

OWNER AND SOLE PROPRIETOR

2021 - PRESENT

- Consulting with small businesses to guide them on ecommerce communication strategies.
- Helping clients define and understand their audience, their value proposition, and their voice
- Training a group of university professors in Guangdong, China, on American English fundamentals
- Editing a Chinglish text for publication in the United States

#### LEVERAGE COMMUNICATION, LLC, HOME OF THE STAND AND DELIVER & EXECUTIVE WRITERS

WORKSHOPS PRINCIPAL CONSULTANT AND TRAINER

2012 - 2021

- Trained business executives at American Express (global banks), VISA, and The Church of Jesus Christ of Latter-day Saints Motion Picture Studios to deliver world-class business presentations and business pitches
- Trained 50+ business executives on feedback and business communication strategies
- Negotiated third-party relationships to provide secure recorded training experiences
- Earned coveted "Preferred Vendor" status at American Express

#### TRIZETTO, INC.

SENIOR HEALTHCARE INFORMATION & BUSINESS CONSULTANT

2002 - 2004

- Collected, analyzed, and reported on back-end healthcare utilization data for large healthcare payers including Qual-Choice Arkansas, Blue Cross of Michigan, and Preferred Health Network
- Prepared Healthcare Effectiveness Data Information Set (HEDIS) reports for HMO accreditation
- Consulted with and assisted on leading a data mining and mapping project for Qual-Choice Arkansas

#### FIRST HEALTH/FFMC

SENIOR HEALTH INFORMATION REPORTING ANALYST | CONSULTANT

1996 - 1999

- Analyzed back-end health care utilization data for large self-funded ERISA clients like Novell, Dow Chemical, Hewlett-Packard, Pillsbury, Johnson Controls, and ExxonMobil
- Prepared ad-hoc, customized data analysis and reporting for hundreds of clients
- Performed plan-modeling analysis to help clients understand how to establish cost-effective, yet comprehensive health plans
- Interfaced directly with account representatives, brokers, and clients to present quarterly data
- Consulted with brokers and clients to provide strategies for saving health plan dollars and covered lives
- Prepared federal and state government compliance reports

#### ALTA HEALTH STRATEGIES/FIRST HEALTH

TECHNICAL WRITING SUPERVISOR

1991 - 1994

- Supervised a 2-person team of technical writers who interfaced with a 15-person case management nursing team to research and report on high-dollar claim cases for self-funded ERISA clients

- Oversaw completion of 1500+ cases per quarter
- Completed 500+ specific and aggregate stop-loss reports for third-party stop-loss carriers like Cigna and Lloyds of London
- Collaborated with case managers and client marketing representatives to ensure timely delivery of 1500+ quarterly cases

## Awards & Highlights

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|   |               |
|---|---------------|
| BYU ADJUNCT TEACHING EXCELLENCE AWARD                             | AUGUST 2022   |
| BYU MARRIOTT ADJUNCT TEACHING EXCELLENCE AWARD                    | APRIL 2021    |
| BYU MARRIOTT MAGAZINE   |               |
| Highlighted in <a href="#">“How to Give and Receive Feedback”</a> | SPRING 2023   |
| Highlighted in <a href="#">“Storytelling for Success”</a>         | FALL 2023     |
| Highlighted in <a href="#">“A Guide on the Path to Success”</a>   | DECEMBER 2020 |
| BYU MARRIOTT WEBSITE EMPLOYEE SPOTLIGHT                           |               |
| Highlighted in <a href="#">“Liz the Wiz”</a>                      | NOVEMBER 2023 |
| BYU MARRIOTT VALUES AWARD   |               |
| Christlike leadership   | FALL 2023     |

## Citizenship

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- Serve on the BYU Advanced Writing and Oral Communication certification committee
- Serve on the BYU Marriott AI committee
- Presented on using AI in the classroom at the Fall 2023 BYU Marriott AI forum
- Hosted Microsoft Director of Search and AI Jared Andersen for an interactive Fall 2023 Q&A with BYU Marriott and other BYU professors
- Collaborate with University Writing
- Serve on the BYU Marriott Spiritually Strengthening committee
- Chair the MPA Communication committee and direct the judging of the Garth Jones Writing Award

## Volunteer Service

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| Board of Directors | Contest Judge                                | Mentor  | Case Competitions   |
|--------------------|--|---|---|
| Women's ALI        | BYU Marriott Phi Kappa Phi Essay Contest     | BYU Marriott International Student Athletes                         | BYU Marriott RIPSE Lockheed Martin Ethics in Engineering Case Competition |
|                    | BYU Marriott RIPSE Stuart Grow Essay Contest | BYU Marriott Undergraduate Business Students                        | BYU Marriott MBA Proctor and Gamble Case Competition                      |
|                    |  | BYU Ira Fulton College of Engineering Student Innovator of the Year | BYU Marriott SOA Deloitte Case Competition                                |
|                    |  |   | BYU Marriott MBA WalMart Case Competition                                 |
|                    |  |   | BYU Marriott GSCM Wake Forest Marketing Summit                            |
|                    |  |   | BYU Global Business Center OSU CIBER                                      |

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## Education

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| MPA | BRIGHAM YOUNG UNIVERSITY<br>Romney Institute of Public Service & Ethics<br>Emphasis in Healthcare Administration   Graduated with High Distinction | 1996 |
| BA  | BRIGHAM YOUNG UNIVERSITY<br>Philosophy   | 1991 |