



## ADVANCED ACADEMIC CERTIFICATIONS

### NATIONAL CENTER FOR TEACHING AND LEARNING - LOS ANGELES

- Dissertation Chair Training Certificate.
- Teaching Online Pedagogy and Standards and Faculty Diversity Certificate.
- Preparing Future Psychology Faculty Certificate (with distinction). Higher education psychology faculty shadowing and training.
- Conducting Systematic Reviews (Meta-Analysis) Certificate.

### REITAKU UNIVERSITY AND OCHANOMIZU UNIVERSITY - TOKYO, JAPAN

- Eastern Cultural and Psychological Practices Training.

### TAVISTOCK AND PORTMAN NHS FOUNDATION - LONDON, UK

- Work Discussion Group Facilitation Certificate.

### THANYAPURA MIND CENTER - PHUKET, THAILAND

- Contemplative Psychotherapy, Mindful Awareness and Wellness Certificate.

## ACADEMIC SERVICE & MENTORING EXPERIENCE

### AMERICAN SOCIETY FOR ENGINEERING EDUCATION – 2016 TO PRESENT

- Ad hoc conference paper reviewer.

### CHICAGO SCHOOL OF PROFESSIONAL PSYCHOLOGY

- **Dissertation Coach.** TCS OL Doctoral Researchers: Nancy Lynn Horton (PhD 2017), Orlando Saiz (PhD 2017), Loretta Burns (PhD 2018), Sami Asmar (PhD expected 2018).

### CRANFIELD UNIVERSITY

- **Thesis Coach.** Cranfield Air Transport Management Researcher: Linda van Wilpen (MSc 2017).

### MISCELLANEOUS ACADEMIC SERVICE

- **Miscellaneous Academic Service Roles.**

- APA DIV13 (SCP) T&D Distance learning tactician. On-demand CE content creation, distribution & advertising.
- Led international cross-university student exchange and study abroad negotiations (UK/Japan/US).
- Secured industry relationships and led student run consulting center (ConCISE) internship projects.
- Committee advisor & coordinator for 2014 Industrial & Organizational Behavioral conference.
- Graduate student ambassador, student orientation panel member & new & outgoing student mentor.
- Graduate student mentor/advisor on research design, statistical analysis, and career planning.

### MISCELLANEOUS CORPORATE TRAINING EXPERIENCE

- **Miscellaneous Corporate Training & Development Roles.**

- Corporate team building coach & mentor to junior business analysts, project managers, enterprise architects, delivery managers, and more.
- Designed and delivered individual and group corporate training to hundreds of personnel & across school districts. Examples: US West "Cable in the Classroom," DirecTV & AOL on new roles/duties.
- Led technology standards committee in adoption of learning management systems (LMS), Online Testing/Assessment systems, & multi-rater assessments (360 degree) technologies.

## RECENT ACADEMIC PUBLICATIONS & PRESENTATIONS

- **Dionne, D., Schutz, D.M., & Kim, Y.Y.** "From Training to Operations: An Asian Airline Implementation of Smartphone Collaboration," International Conference on Convergence Technology (ICCT), Hokkaido, Japan, 2017.
- Schutz, D.M., **Dionne, D.**, & Kim, Y.Y. "The Impact of Veterans and Curriculum Heterogeneity on Online Graduate Engineering Program Performance," ASEE Annual Conference, Ohio State U, 2017
- Schutz, D.M., **Dionne, D.**, & Kim, Y.Y. " Factors Influencing the Rise of Online Learning in Engineering Education" ASEE Mid-Atlantic Conference, Morgan State U, Baltimore, MD, 2017.

- **Dionne, D.** *"The Effects of Leader Tenure and Organizational Rank on Flow State Levels and Performance Outcomes in Kendo Athletes: A Mixed Methods Study,"* ProQuest **Dissertation**, 2017.
- Kim, Y.Y., Schutz, D.M., & **Dionne, D.** *"How Does Smartphone Make Collaboration Successful?"* International Conference on Innovative Application Research and Education. Recipient of **"Best Paper Award"**. Chungbuk National University, Cheongju, Korea. 2016.
- **Dionne, D.** & D.M. Schutz. *"Multi-firm innovation alliances: competitive surrender or revitalization?"* Vietnam National University, International Business and Economics, Hanoi Vietnam, 2016.
- **Dionne, D.** & Schutz, D.M. *"Applied Research Methods,"* Vietnam National University, International Business and Economics, Hanoi Vietnam, 2016.
- Schutz, D.M., **Dionne, D.** & Kim, Y.Y. *"Implementation of Smartphone Enabled Collaboration in the Multicultural Environment of a Global Airline: A Grounded Theory Investigation,"* Asia Pacific Conference on Information Management (APCIM), Hanoi Vietnam, 2016.
- Schutz, D.M., **Dionne, D.** & Kim, Y.Y. *"Leveraging Enterprise Mobility Innovation for Knowledge Sharing in the Airline Industry,"* ASEE Annual Conference, New Orleans, USA, 2016.
- Schutz, D.M., **Dionne, D.** & Kim, Y.Y. *"Cross Cultural Teaching Experiences Gained in Japan,"* ASEE Annual International Conference, New Orleans, USA, 2016.
- **Dionne, D.** & D.M. Schutz. *"Distributed Collaboration of Working Groups in Global Airline Operations: Leveraging Smartphone Push-To-Talk Functionalities",* IEEE/ACM Information Technology Professional Conference, College of New Jersey, Ewing Township, 2015.
- **Dionne, D.** *"Technology Innovation: Global land, sea and air logistics business,"* Tokyo University of Science, 2015

## PAPERS UNDER REVIEW/DEVELOPMENT

- *"Factors Influencing Student Veteran Participation in Online Engineering Education".* ASEE Annual Conference, SLC, UT, 2018.
- *"Modeling the Vitality of Spatially Distributed Workgroup Communications in a Global Airline".* APA/ACM Technology, Mind, and Society Conference, Washington, DC, 2018.
- Several other untitled papers currently in development.

## BOOKS UNDER DEVELOPMENT

- D. Dionne. *"Bushido Management (Mastering Sustainable Competition)."*
- D. Dionne. *"Remote Parenting: A Father's Playbook."*

## PROFESSIONAL MEMBERSHIPS

### AMERICAN PSYCHOLOGICAL ASSOCIATION (APA)

- Personality & Social Psychology (APA Division 8).
- Society of Consulting Psychology (APA Division 13).
- Society for Industrial and Organizational Psychology (APA Division 14).
- Society for Consumer Psychology (APA Division 23).
- Society for Media Psychology and Technology (APA Division 46).

### TECHNOLOGY & ENGINEERING ASSOCIATIONS

- American Society for Engineering Education (ASEE).
- Institute of Electrical and Electronics Engineers (IEEE).
- Association for Computing Machinery (ACM).
- Korean Society of Management Information Systems (KMIS).
- Project Management Institute (PMI).

## PROFESSIONAL CERTIFICATIONS

### MARKET RESEARCH - RESEARCH ROCKSTAR, MA.

- Behavioral Economics for Market Researchers.
- Social Media Meets Market Research.
- Online Qualitative Research Methods.
- 10 Point Checklist for Questionnaire Design.
- Questionnaire Design 201: Scale Selection.
- Introduction to Ethnography.
- Introduction to Quantitative Data Analysis.
- Writing Qualitative Research Reports.
- Introduction to Conjoint Analysis.
- Managing Focus Groups.
- Market Segmentation.
- Conducting Research Interviews.
- Infographics for Market Researchers.
- Excel for Market Researchers Data Analysis.
- Client Management.

### MISCELLANEOUS PROFESSIONAL CERTIFICATIONS

- Consulting skills, process modeling, finance & accounting, project management, conflict resolution, communication skills, systems modeling, lean six sigma, excel financial analysis, numerous systems development methodologies (SDLC) and more.
- IBM e-business solution designer, IBM architectural thinking, IBM signature sales method (SSM).

## INDUSTRY EXPERIENCE

JAN. 2013 – MAR. 2018.

### KOREAN AIR – LOS ANGELES, CA.

#### Sr. Manager, R&D

Led teams in corporate strategy R&D projects across the business portfolio (esp. commercial airlines, hotels, air cargo, trucking), departments (esp. marketing, sales, operations), and international geographies. Systems' manager.

- Product development: Research/prototype new digital/technology trends.
- Project Management: SDLC standardization, VSTS tool adoption, marshal global agile & waterfall projects (research, prototype, proof-of-concepts, pilots & enterprise).
- Investment analysis: market research, business case, RFP, vendor management.
- Data analytics & report creation (Marketing, Sales, HR, Operations).
- Systems manager/admin: s/w, h/w, network, rollout, upgrade, diagnostic, facilities, licensing, security, purchasing, retirement, support, & issue remediation.

DEC. 2004 – OCT. 2012.

### GOLIATH SOLUTIONS, INC. – LOS ANGELES, CA.

#### Founder & Principle Integration / Management Consultant

Contract services provided include: management & systems integration consulting, project/program management, business systems analysis, BI report development, and financial analysis (excel). Client's included:

- DIRECTV/Prosum Consulting, Los Angeles, CA. 01/2012 - 10/2012.
- Kaiser Permanente, Pasadena, CA. 12/2009 - 01/2012.
- Fiserv, Inc. Los Angeles, CA. 11/2007 - 08/2009.
- Toyota Financial, Torrance, CA. 05/2007 - 11/2007.
- H&R Block (Option One Mortgage). 08/2005 - 05/2007.
- Bank of America (Countrywide). 07/2004 - 07/2005.

## INDUSTRY SKILLS

### Specializations

- Project Management. esp. teams, budgets, schedule, agile/scrum, CMMI SDLC, VSTS, JIRA, Confluence, WBS, PPM, P&L, Issues.
- Business Systems Analysis. Esp. mobile/ web, wearables, user stories, interface, design thinking, wireframing, prototyping, user experience (UX), QA, business process reengineering, UML case & data tools.
- Data Analytics. esp. Quan/Qual analysis, CRM, ECM, HRIS, ERP and MKTG, reports & visualizations.
- Research (Quan/Qual). esp. action research, interview, questionnaire, phenomenological, grounded theory, ethnography, focus group, case study.

### Tools

- Systems Engineering. esp. SRVR S/W, H/W, NETWK setup, management, administration.
- Advanced analytics report creation, excel formulas & pivot tables, T-SQL stored procedure coding, triggers, schema design.
- Quantitative: SPSS, R, Excel, Tableau, OBIEE, Cognos, MySQL, Modeler, Informatica, MSBI, Access, BigQuery, Adobe analytics, test, DTM.
- Qualitative: NVivo thematic coding, queries, social sentiment analysis, mixed methods, classification, comparisons, visualizations.
- Video/Audio/GFX. Adobe Premiere & more.

## RECENT PROFESSIONAL PRESENTATIONS & PRESS

- **Dionne, D.** *"How do we use digital transformation efforts to help drive new customer experience and commercial opportunities through the end-to-end passenger experience?"* Future Travel Experience ASIA 2016, 'Digital transformation to empower the passenger'. Singapore, 2016.
- **Dionne, D.,** Leader, J., Coppin, M., Call, R., Bruner, D., Llaguno, R. & Ghee, R. *"The impact of improved connectivity on the passenger experience, flight entertainment, crew empowerment and onboard ancillary revenue generation opportunities in 2025,"* Airline Passenger Experience (APEX) ASIA 'FTE Onboard Connectivity 2025 Think Tank'. Singapore, 2016.
- **Dionne, D.** *"Creating vision: The balancing forces of innovation in the air transport business,"* Global Future Travel Experience, Airline Labs and Start-up Symposium, 2016.
- **Dionne, D.** *"Technology Influences on Product, Experience & Service,"* Airline Passenger Experience Association (APEX) Technology Conference, Los Angeles, USA, 2016.
- *Countdown to APEX EXPO 2016: Korean Air's Dante Dionne Talks Tech, Bots and AI.* Airline Passenger Experience Association (APEX), 2016.
- *Artificial intelligence, chat bots and personalization high up on Korean Air's agenda.* FTE, 2016.
- *In Profile: Dante Dionne.* APEX Experience Magazine, 2016

## HOBBIES (INCLUDE)

- Master Scuba Diver (Padi). 2001 – Present.
- Master Instructor (10<sup>th</sup> Dan) in classical Japanese Martial Arts (Bujinkan). 1995 – Present.
- Kendo athletic competition (3<sup>rd</sup> Dan). 2007 – Present.
- Music composition (classically trained in guitar, bass, drums, keyboards, vocals). 1980 – Present.
- Practicing Yoga and Meditation, learning foreign languages and international travel.