

## RANDALL W BROWN

1001 Leadership Place  
Killeen, TX 76549

### PROFILE

*More than twenty years experience in the Telecommunications Industry from networks to education to PBXs and call centers. Ten years experience in Higher Education. Seven years as an officer in the military. Have been a teacher/trainer, design engineer, consultant, technical support, pre/post sales engineer, and manager. Have worked internationally including Hong Kong, Australia, Germany, and Korea. Have attained an MCSE and continue to pursue professional improvement.*

### EDUCATION/PROFESSIONAL

**PhD**-Business Administration, Major: Information Systems, Minor: Operations Management, University of Texas at Arlington, Arlington, TX, Aug 2006  
**MA**-Computer Resources and Information Management, Webster University, St. Louis, MO, Mar 1995.  
**BS**-Electrical Engineering, University of Arkansas, Fayetteville, AR, May 1991.  
MCSE certification, May 2000.  
Engineer-Intern (EIT), State of Arkansas, Oct 1990.

### PUBLICATIONS

1. "A Survey Of Professor Acceptance And Use Of E-Textbooks In Higher Education", 2013, Randy Brown, *Contemporary Issues in Education Research*, Vol 6, No 2
2. "Selecting Communication Media in a Multi-Generational Workplace," 2010, Zhezhu Wen, Patrick Jaska, Randall Brown, and Barbara Dalby, *International Journal of Business and Public Administration*, Vol 9, No 2

### PROCEEDINGS/PRESENTATIONS

1. "Preliminary Findings from a Survey of Professor Acceptance and Use of E-Textbooks in Higher Education, 2012", Randall Brown, *Proceedings of the 2012 International College Teaching & Learning Conference* (Clute Institute) Awarded Best Paper in Session
2. "Preliminary Findings from a Survey of Student Acceptance and Use of E-Textbooks in Higher Education", 2012, Randall Brown, *Proceedings of the 2012 Allied Academies International Conference*
3. "Student Acceptance and Use of E-reader Technology and E-books as an Alternative to Textbooks", 2011, Randall Brown, *Proceedings of the 2011 Allied Academies International Conference*

4. "Professor Acceptance and Use of E-reader Technology and E-books in the Classroom", 2011, Randall Brown, *Proceedings of the 2011 International College Teaching & Learning Conference* (Clute Institute)
5. "Using a Real-World Database and Web Application Project to Facilitate Learning", 2010, Randall Brown *Proceedings of the 2010 Allied Academies International Conference*
6. "Habitat for Humanity Network Design and Implementation: A Real-World Project to Facilitate Learning", 2010, Randall Brown *Proceedings of the 2010 International College Teaching & Learning Conference* (Clute Institute)
7. "Selecting Communication Media In A Multi-Generational Workplace," 2010, Wen, Zhezhu, Randall Brown, Pat Jaska, Barbara Dalby *Proceedings of the 2010 International Academy of Business and Public Administration Disciplines(IABPAD) Conference*
8. "Convenience Store WAN Security Awareness," 2009, Moquin, Rene, Pat Jaska, Marty McMahon, Randy Brown, *Proceedings of the 40<sup>th</sup> Annual Decision Science Institute (DSI) Conference*
9. "How are they Different? Generation X and Y over utilization of Modern Technology," 2009, Wen, Zhezhu, Randall Brown, Pat Jaska, *Proceedings of the 2009 International Academy of Business and Public Administration Disciplines(IABPAD) Conference.*
10. "Web Security Issues: How has Research Addressed the Growing Number of Threats?" 2008, Brown, Randall W., *Proceedings of the 2008 Annual South-Western Decision Science Institute (SWDSI) Conference.*
11. "Is Agile Appropriate? An Investigation of Web Development," 2008, Brown, Randall W., *Proceedings of the 37<sup>th</sup> Annual Western Decision Science Institute (WDSI) Conference.*
12. "The Effect of Technology and Technological Advances on Customer Relationship Management," 2007, Brown, Randall W., *Proceedings of the 38<sup>th</sup> Annual Decision Science Institute (DSI) Conference.* (Special Invitation to represent the Regional Best Interdisciplinary Paper.)
13. "The Effect of Technology and Technological Advances on Customer Relationship Management," 2007, Brown, Randall W. *Proceedings of the 36<sup>th</sup> Annual Western Decision Science Institute (WDSI) Conference.* (Awarded Best Interdisciplinary Paper.)
14. "Relationships Between Knowledge Management Technologies and Industries," 2006, Brown, Randall, William Willette, *Proceedings of the 37<sup>th</sup> Annual Meeting of the Decision Sciences Institute (DSI)*
15. "Philosophical Shifts in Software Development," 2004, Brown, Randall, Sridhar Nerur, Craig Slinkman, *2004 Americas Conference on Information Systems* (Nominated for Best Paper)

## EXPERIENCE

### **Texas A&M – Central Texas, Killeen, TX**

**2013-Present**

#### **Assistant Professor**

Teach a variety of business related courses on an as needed basis (see “Teaching Competencies” for a complete list).

### **University of Maryland University Center (UMUC), MD**

**2013-2015**

#### **Adjunct Professor (part-time, online)**

Teach a variety of business related courses on an as needed basis (see “Teaching Competencies” for a complete list).

### **Tarleton State University, Stephenville, TX**

**2011-2013**

#### **Adjunct Professor (part-time)**

Teach a variety of business related courses on an as needed basis (see “Teaching Competencies” for a complete list).

### **University of Mary Hardin-Baylor, Belton, TX**

**2006-2013**

#### **Associate Professor**

Responsible for teaching and research in the area of Business Computer Information Systems (BCIS). Classes include Web Development, Systems Analysis and Design, Software Project Management, and Business Data Communications and Networks (see “Teaching Competencies” for a complete list).

- Assigned to assist with maintaining the College of Business computer labs
- Responsible for the management of the Microsoft Academic Alliance program
- Redesigned the Web Development curriculum from two classes to three and developed a Web Design Minor
- Designed, developed, and taught multiple online courses
- Course manager/facilitator for numerous courses, including (but not limited to) all Web Design, Data Communications and Networks, Information Security, Computer Technology, and Personal Productivity
- Participated on several committees including: Educational Technology, Environmental Concerns, and Core Curriculum (ad hoc) committees
- Awarded \$15,000 Faculty Development Grant to study E-Readers in Higher Education

### **University of Texas at Arlington, Arlington, TX**

**2002-2011**

#### **Adjunct Professor (part-time: 2006-2011)**

Taught a variety of business related courses on an as needed basis (see “Teaching Competencies” for a complete list).

**Graduate Teaching Assistant (2002-2006)**

Assisted professors with work associated with teaching and research. Taught several sections of Web Development. Filled in for absent instructors for several weeks in Java Development and Introduction to MIS. Assigned to assist with planning, building, and maintaining a new departmental Networking Lab.

**Intecom, Addison, TX****2000-2002**

Intecom is a leader in voice infrastructure technology solutions, with \$80M in annual revenues.

**Sales Application Engineer**

Responsible for pre- and post-technical sales support to account managers and district sales managers for domestic and international sales. Designed and configured new and add-on systems in support of Intecom's E and PointSpan families of PBXs. Responded to RFIs, RFOs, RFPs, and RFQs.

- Exceeded sales quota and awarded "Sales Engineer of the Year" during rookie year (2001)
- Worked with OEM vendors including InterVoice-Brite IVR, CommWorks Voice Mail, Call Accounting, Voice Recording, Wall-Boards, Messaging Systems, to provide customers with a complete, integrated solution
- Created several projects ranging in size from \$200K to \$4M. Projects included Ochsner Medical Center, New Orleans; State of Texas; and call centers in Australia and Hong Kong
- Provided customers with interactive presentations, which allowed them to view an overall diagram of their enterprise, then "drill-down" on each component down to a face layout of each rack. This allowed the customer to know what equipment was installed and where the equipment was located
- Analyzed configurations of remote sales applications engineers for accuracy and completeness
- Responsible for creation and maintenance of organizational web page

**NEC America, Irving, TX****1999-2000**

A Global Fortune 500 company with more than 150,000 employees worldwide and \$43B in revenues.

**Field Service Engineer**

Provided technical assistance to NEC trained technicians in the field on the NEC NEAX 2000 Family of PBXs, including the NEAX 2000 Express, NEC's PC based PBX. Also supported NEC's Call Center Management Product, CallCenterWorX. Developed training plans and trained field technicians on each of the supported products.

**TeleQuest Teleservices, Arlington, TX****1998-1999**

One of the fastest growing outbound telemarketing companies.

**Senior Systems Manager**

Planned, Designed, and Built a complete call center for 450 personnel

- Deployed and configured an Aspect ACD, Sun server, and networking equipment
- Designed SQL queries to produce unified reports from multiple Oracle databases
- Developed a Contingency and Disaster Recovery Plan for the Call Center
- Developed several Computer/Telephony Integration (CTI) applications, including a complex application which would allow blended call center operations without the use of a predictive dialer

## **US Air Force**

**1991-1998**

### **Communications-Computer Systems (C-CS) Engineer, Captain, Honorably discharged**

Had diverse telecommunications responsibilities at three US Air Force Bases.

- Developed installation packages for four multi-million dollar C-CS systems throughout the Air Force. Provided technical support to installation teams during installation and certification testing.
- Managed several teams ranging from three to 30 personnel. Managed a budget in excess of \$3M.
- Designed and produced installation packages for all telecom circuits installed on the AF Network (AFNET). Network doubled in size during this time and consisted of approximately 200 IDNX multiplexers and 10,000 circuits.
- Trained hundreds of government employees on various aspects of managing and maintaining Air Force computer and communications equipment. Managed communications equipment inventory valued in excess of \$250 million. Recovered \$80 million in “lost” equipment.

## TECHNICAL TRAINING/OTHER SKILLS

Cisco Router Configuration course, 1997

EDGE and Advanced EDGE development courses, 1998 & 1999

Communications-Computer Systems Engineer course, 1992.

IDNX System Installation and Maintenance courses, 1992 & 1993

AT&T DATAKIT II VCS, Rel 3 course, 1994

*CAD/drawing/presentation graphics:* AutoCAD, PowerPoint, FrontPage, and VISIO

*Programming languages:* C+, Assembler, FoxPro database, Basic

## TEACHING COMPETENCIES

### Courses Taught:

UMHB

Undergraduate:

BCIS 1301: Tech Solutions/Personal Productivity (some sections online)

BCIS 2315: Fundamentals of Computer Information Systems

BCIS 2318: Introduction to Web Site Design

BCIS 2330: Programming & Development Fundamental (Java)

BCIS 2391: Special Topics in Programming: Mobile App Development

BCIS 3318: Intermediate Dynamic Web Pages

BCIS 3320: Database Administration  
BCIS 3325: Systems Analysis and Design  
BCIS 3330: Data Communications and Networks  
BCIS 3334: Web Development (replaced by BCIS 2318 & 3318)  
BCIS 4318: Advanced Web Design  
BSYS 3325: Production and Operations Management  
BQBA 3202: Introduction to Quantitative Methods  
UMHB 1101: Freshman Seminar – Science Fiction vs. Technology

Graduate:

BADM 6235: Business Models I (Business Processes, BPR, 6-Sigma)  
BADM 6260: Business Models II (ERP, EAI)  
BCIS 6215: Decision Models  
BCIS 6220: Database Administration  
BCIS 6240: Software Development Methodologies  
BCIS 6245: Business Knowledge Management  
BCIS 6255: Software Project Management  
BCIS 6270: Information Systems Security  
BCIS 6275: Telecommunications and Networking  
BCIS 6285: Web Services and SOA  
BCIS 6291: Special Topics – Information Security

Tarleton State University:

Undergraduate:

CIS 408: Mobile Application Development (under development – to be taught Spring 2013)

Graduate:

GB 598: Business Research Methods (Some sections hybrid online/in class)  
CIS 511: Managing Information Systems (Some sections online)

UT-Arlington:

Undergraduate:

INSY 3307: Web Development  
INSY 4315: Advanced Web Development  
OPMA 3306: Operations Management  
STAT 3306: Business Statistics

Graduate:

INSY 5307: Web Development

My experiences and training from the military and Corporate America have provided me with many skills which qualify me to teach in a variety of additional areas.

Other Subjects Qualified to Teach:

Project Management  
Computer Telephony Integration (CTI)  
Customer Relationship Management (CRM)  
Call Center Technology  
Disaster Recovery & Continuity Planning  
Information Systems Management