C H A N G   H.   K I M

School of Business and Management,
Azusa Pacific University
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EDUCATION

Drexel University, LeBow College of Business — Philadelphia, PA
Ph.D. in Business Administration — 2016
Concentration: Decision Science, Management Science, Operations and Supply Chain Management

Arizona State University, Ira A. Fulton Schools of Engineering — Tempe, AZ
MSE in Industrial Engineering (Applied Statistics and Quality Engineering Lab.) — 2007

Pohang University of Science and Technology (POSTECH) — Pohang, S. Korea
MS in Industrial Engineering — 2000

Korea University, College of Political Science and Economics — Seoul, S. Korea
BA in Economics* — 1998
(*majored in statistics in the department of statistics)

PROFESSIONAL EXPERIENCE

Azusa Pacific University — Azusa, CA
Associate Professor of Business Administration — 2020 – Present
- o Taught undergraduate/graduate classes: Production Management, Operations Management, Applied Research and Analysis.

Jacksonville State University — Jacksonville, AL
Assistant Professor of Business Administration — 2014 – 2020
- o Taught undergraduate/graduate core classes: Operations Management, Quantitative Methods for Business Decision Making.

Drexel University — Philadelphia, PA
Ph.D. Student Instructor and Graduate Research/Teaching Assistant — Sept. 2008 – Aug. 2015
LeBow College of Business, Department of Decision Sciences and Management Information Systems
- o Taught undergraduate-level/MBA-level courses in Business Statistics/Supply Chain Management.

Arizona State University — Tempe, AZ
Graduate Research Associate, Data Analysis Team, University Technology Office. — Aug. 2005 – May 2008
Ira A. Fulton College of Engineering, Dept. of Industrial Engineering, Applied Statistics and Quality Eng. Lab.
- o Participated in the **I**ntegrated **D**ata to **E**nhance **A**rizona's **L**earning (IDEAL) project sponsored by Arizona Department of Education and the University Technology Office of Arizona State University
- o Analyzed the examination results of Arizona K-12 students in the Paradise valley unified school district using SAS packages.
- o Applied data extraction/transformation/loading (ETL) process and data management skills to create strategic research studies, reports, and visual tools to university leaders and their staff.
- o Supported designing a data warehouse for its future item bank.
- o Supported the data analysis of teaching/research-related databases, university-wide surveys, student enrollments, etc. and developed scenario-based simulation models.

Deloitte Consulting – Seoul Office   Seoul, S. Korea
Management Consultant/Six Sigma Master Black Belt   Jun. 2003 – **May 2005**
(Independent Contractor through the TouchPoint, Inc. of the MetaNet Business Process Outsourcing (BPO), Inc.)
Six Sigma Implementation at Samsung Life Insurance, Project Leader/Master Black Belt
- o Developed six sigma master plans for six sigma infrastructure, project mentoring, and training.
- o Assigned tasks to project members, set task priorities, monitored project progress, communicated project status to the project director/partner and clients.
- o Mentored 30 projects in asset management, risk management, and customer services.

I B M Business Consulting Services Korea, LLC   Seoul, S. Korea
Management Consultant in Six Sigma/SAP-ERP   Jan. 2000 – **Apr. 2003**
Six Sigma at POSCO, Samsung Everland, and LG-Caltex Oil, Six Sigma Consultant/Master Black Belt
- o Mentored over 50 six sigma projects and delivered Six Sigma training services.
- o Led the development of six sigma project management and a web-based knowledge portal system.
- o Led the task-force team for analyzing measurement systems in the department of quality technology.

Process Innovation and Strategic Information Support System (SAP's ERP & i2 Tech.'s Supply Chain Planning System) Implementation at POSCO, Product/Process Data Management Team, Consultant
- o Redesigned a material master, the structure of the Bill of Materials (BOM) system and its classification architecture for company-wide strategic information support systems.
- o Designed operational performance metrics and their monitoring system
- o Provided software testing training and end-user training to project team members.

TEACHING

Azusa Pacific University
- Taught BUSI 100 Personal Finance, BUSI 111 Business Statistics, FIN 300 Business Finance, FIN 436 Risk Mgmt
- Taught MGMT 410 Production Management, PRBA 305 Operations Management, BUSI 514 Operations Management, BUSI 515 Applied Research and Analysis.   2020-2021

Jacksonville State University, School of Business and Industry, Assistant Professor
- Bob and Lou Kennamer Excellence in Teaching Award   2018
- Operations Management (Undergraduate, Face-to-face/Online) Fall/Spring/Summer   2014-2020
- Quantitative Methods for Business Decision Making (MBA, Hybrid/Online) Fall/Spring   2014-2020
- Advanced Operations Management (Supply Chain Analytics) (Undergraduate, Face-to-face) Spring 2018

Drexel University, LeBow College of Business, PhD Student Instructor/Teaching Assistant (Lab/Recitation Class)
Primary Instructor
- Business Statistics I and II   2012-2013

Recitation Instructor/Teaching Assistant
Undergraduate Level
- Business Statistics I, II, and III   2010-2012
- Operations Management   2009-2012
MBA Level:
- Business Statistics and Operations Management   2010-2012
PhD Level
- Business Statistics I and II   2008-2009
Tutor
STAT/OPM Tutoring Center, Department of Decision Science and MIS   2009-2013

RESEARCH

Park, D., **Kim, C.,** Paeng, S. (2022, Sept/Oct.) *Analysis of the Relationship Between Frequency of Pastors' Sermons on Money and Their Financial Attitude and Behavior*. Paper presented at the 2022 Annual Meeting of the Financial Education Association (FEA), San Antonio, TX.

Park, D., **Kim, C.,** Oh, J., Paeng, S. (2022, August). *Spiritual Leaders' Racial Differences in Job Satisfaction.* Paper presented at the 2022 Summer Online Conference of the Academy of Business Research, Online. (Received the Best Paper Award)

Kim, C. (2022, Apr.) Why Am I Seeing This?: Amazon's Recommendation System, The International Business Colloquium, School of Business and Management, Azusa Pacific University.

Kim, C. (2021, Nov.) GE's Big Bet on Data and Analytics: Industrial Analytics, The International Business Colloquium, School of Business and Management, Azusa Pacific University.

Cawman, M, and **Kim, C**. (2022). *Corrective Action Praxis For Human Errors In Industry: Considering Human Factors.* Working Paper, Azusa Pacific University.

Park, D., **Kim, C.,** Paeng, S. (2021, August). *Finance and Spiritual Leaders: The Determinant of Retirement Preparation*. Paper presented at the Meeting of the Academy of Business Research Conference, Online. Presenter: Kim, C.

Park, D., **Kim, C.,** Paeng, S. (2021). *The Relationship between Spiritual Leaders' Financial Satisfaction and Job Satisfaction*. Accepted for presentation at the 2021 Financial Education Conference, Online.

Kim, C. (2019, Nov.). *Coordinating a two-stage supply chain under quality uncertainty with goodwill loss functions via supply chain contracts.* Paper presented at the 50th Annual Meeting of Decision Science Institute, New Orleans, LA.

Kim, C. (2019, Apr.). *Development of Operational Strategies for the Application of Big Data Analytics to Small Business: A Case Study.* Paper presented at the 21st annual meeting of the Society of Business, Industry and Economics, Destin, FL.

Kim, C. and Mertens, D. (2018, Apr.). *Development of Operational Strategies and Application of Optimization Techniques for a Community Festival on Campus through Service Learning Approach.* Paper presented at the 20th Annual Meeting of the Society of Business, Industry and Economics, Destin, FL.

Kim, C. (2018, Feb.). *Coordinating a two-stage supply chain with insufficient production capacity and option for outsourcing*. Paper presented at the 46th Annual Meeting of the Southeast Decision Sciences Institute, Wilmington, NC.

Kim, C. (2017, Apr.). Supply chain coordination and integration under quality uncertainty and option for outsourcing with supply chain contacts. Paper presented at the 19th Annual Meeting of the Society of Business, Industry and Economics, Destin, FL.

Kim, C. (2016, Nov.). Coordinating a two-stage supply chain under quality uncertainty with supply chain contracts. Paper presented at the 47th Annual Meeting of the Decision Science Institute, Austin, TX,

Kim, C., Lev, B. (2013) Review of the book, *Enterprise Analytics: Optimize Performance, Process, and Decisions Through Big Data* by Thomas H. Davenport, *Interfaces*, 43(5). 495-497.

Kim, C. (2012, Nov.). Supply chain coordination and integration under quality uncertainty and option for outsourcing. Paper presented at the 43rd Annual Meeting of the Decision Science Institute, San Francisco, CA.

Kim, C. Banerjee, A, Kim, S. (2011, Nov.). Supply chain coordination under quality uncertainty and option for outsourcing, Paper presented at the Annual Meeting of INFORMS, Charlotte, NC, Nov. 2011

Kim, C. Banerjee, A, Kim, S. (2010, Mar.). Supply chain competition and coordination with insufficient production capacity and option for outsourcing, Paper presented at the Annual Meeting of the Northeast Decision Science Institute, Alexandria, VA.

Yu, C. H., Jannasch-Pennell, A., DiGangi, S., **Kim, C.**, Andrews, S. (2007). A data visualization and data mining approach to response and non-response analysis in survey research. *Practical Assessment Research & Evaluation*, *12(19)*. 1-11. Available online: http://pareonline.net/getvn.asp?v=12&n=19.

DiGangi, S., Kilic, Z., Yu C. H., Jannasch-Pennel, A, Long, L., **Kim, C.**, Stay, V., Kang, S. (2007). 1 to 1 computing in higher education: A survey of technology practices and needs. *Association for the Advancement of Computing in Education Journal, 15(4)*. 367-387

Yu, C. H., Jannasch-Pennell, A., Stay, V., DiGangi, S., **Kim, C.**, Long L., Lo, W. J., Kilic, Z., Kang, S., & Freeman, R. (2006, Jul). *Multi-sensory cognitive learning as facilitated in a FLASH tutorial for Item Response Theory*. Proceedings of 4th International Conference on Education and Information Systems, Technologies and Applications, Orlando, FL.

Yu, C. H., Jannasch-Pennell, A., DiGangi, S., Wenjuo, L., **Kim, C.**, Stay, V. & Lori, L. (2006, Aug.) *Interactive animation for learning Item Response Theory and misfit identification.* Proceedings of the 2006 Joint Statistical Meeting, Statistical Education Section. American Statistical Association. Alexandria, VA.

Choi, Y., **Kim, C**., Cho, H.. (2002, Oct.). IT Infrastructure for Six Sigma Project Implementation and Management. Paper presented at the 11th International Conference on Quality Management and Motivation for Organizational Development, Pusan, S. Korea. (Written in Korean)

Choi, Y., **Kim, C.**, Cho, H., Shim G.. (2002, Oct.). SIGMARO: Web-based Portal for Six Sigma Project Management. Paper presented at the 7th International Conference on Industrial Engineering, BEXCO (Busan Exhibition and Convention Center) Busan, S. Korea, Oct. 2002. (Written in Korean)

INVITED TALK

Jacksonville State University
Creative and Innovative Thinking for the Development of Breakthrough Products and Services   2019
Honors College, Jacksonville State University

STUDENT ADVISING

Jacksonville State University
Advised three honors students to implement their honors research project   2017-2020
- o Cheyenne Grant, "Development of a Shortest Path Problem with Constraints for   Fall 2017
  a Community Festival on Campus"
- o Bethany Randall, "Application of Six Sigma Methodology to Prevent Fraud in the Workplace: Spring 2018
  A Case Study of the HealthSouth Scandal"
- o Kevin Barajas, "Solving a Vehicle Routing Problem for the Gamecock Express on Campus"   Fall 2019

Advised a project team in the Operations Management class and the team received   Apr. 2018
the **Best Undergraduate Research Paper Award** in the Annual Meeting of the Society
of Business, Industry, and Economics (SOBIE) conference in Destin, FL.
Kennedy, J., Chubb, G., Hamilton, H., Choi, S., (2018, Apr.) Development of Operational Strategies through Quality
Function Development (QFD approaches for a Community Festival on Campus. Paper presented at the 20th Annual Meeting
of the Society of Business, Industry and Economics, Destin, FL.

SERVICE

Services to Azusa Pacific University
Committee Service
Faculty Senate Member for the School of Business and Management   2020-2021

Services to Jacksonville State University
Committee Services
Graduate/MBA Program Committee for the AACSB Reaccreditation   2017
- o Participating in committee meetings for braining storming, item development, data analysis, and report review.
- o Supported the committee chair in managing the evaluation data, analyzing them, and documenting them.

Entrepreneurship Faculty Search Committee   2017-2018
- o Received the faculty search committee training
- o Supported the committee chair in initial screening, phone interviews, campus visits, and candidate evaluations.

Management Faculty Search Committee   2018-2019
- o Supported the committee chair in initial screening, phone interviews, campus visits, and candidate evaluations.

Academic Services
Developed **Industry Relationships** with the **Honda Manufacturing of Alabama** (Lincoln, AL)
- o Took a plant tour with students each semester   2017-2019
- o Created the first open house event, "JSU Day at Honda"   Sept. 2018

Ran "**Guest Speaker Series in OM/SCM/Analytics**" in the Operations Management class   2017-2020
- o Invited one or two industry leaders/experts as a guest speaker from Amazon, Johnson&Johnson, Honda, Honeywell, Anniston Army Depot, etc. to the Operations Management class each semester.

Implemented **Service Learning** Projects for the Jacksonville Arts and Music Festival (JAM FEST)   2017-2020
- o Advised students to implement their term project for the JAM Fest. by applying what they learned in the Operations Management class through service learning/experiential learning approaches to develop operational strategies, achieve business goals, and solve business problems for a community festival on campus each semester.

Volunteering
Volunteered in the JSU Business Week   2019
Volunteered in the Preview Day as a dept. representative for high school students   2017, 2018, 2019
Volunteered in the Move-In Day   2017, 2018, 2019
Volunteered for the recovery of the EF-3 tornado on campus and in the city of Jacksonville, AL   March-April 2018

Services to Profession
Editorial Services
Ad-Hoc Reviewer for
- o Southeast Decision Science Institute Conference - 2018
- o European Journal of Operational Research - 1999, 2009

   o International Journal of Production Economics - 2010, 2011
   o Omega, International Journal of Management Science - 2012

SKILLS

Technical Skills
   SAP-PLM (Product Life-cycle Management)/MM(Material Management) Module (Trained)
   i2 TECHNOLOGY: Factory Planner Module (Trained)
   ASPEN TECHNOLOGY: Demand Management Module (Certificated)
   Programming Languages I Can Teach: R, Python, SQL, SAS, Visual Basic, Fortran, MATLAB, AMPL,
Analytical Skills
   Optimization: Lindo, Gurobi, Lingo, Cplex, Mosek, etc.
   Business Simulation Package/Game: CapSim, BSG Online, Platform Wars, Markstrat, BizMap, etc.
   Databases and data management tools: SQL, NoSQL, etc.
   Statistical package: SAS, SAS-JMP, R, MATLAB, MINITAB, SPSS, STATA, Maple, Mathematica, etc.
   Data visualization: Tableau, ggplot2, Vega, Plotly, etc.
   Data science/Analytics packages: IBM Intelligent Miner/IBM Watson Analytics/IBM Cognos Analytics,
        SAS Enterprise Miner, Hadoop, etc.

PROFESSIONAL AFFILIATIONS

Institute for Operations Research and the Management Sciences (INFORMS)
Decision Sciences Institute (DSI)
Production and Operations Management Society (POMS)
Society of Business, Industry, and Economics (SOBIE)