

## EXPERIENCE

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OCTOBER 2024 – PRESENT

**Senior Lecturer**

Auburn University Montgomery  
COLLEGE OF BUSINESS  
*(Promotion)*

JANUARY 2013 – OCTOBER 2024

**Lecturer**

Auburn University Montgomery  
COLLEGE OF BUSINESS

- Teach assigned courses in accordance with the course syllabi and in accordance with the curriculum committee.
- Ensure grades are reported to the registrar's office on time.
- Engage in development of new and creative instructional materials, including new courses and programs of studies.
- Assist in keeping the curriculum of the program(s) current.
- Post and hold office hours in a physical and electronic format.
- Assist with the college and departmental assessment and recruitment
- Advise the Information System Club – the student organization for the department.
- Maintained and managed content on College of Business website and social media platforms.
- Developed and taught workshops on Microsoft Office programs for AUM Library.

**Consulting work:** 2013 – present

To stay up to date on technology and meet AACSB qualifications I run a consulting/IT support business. This consulting work was primarily for small businesses and non-profit organizations.

I specialized in:

- Microsoft Office support
- Computer repair support
- Web page design

JUNE 2018 – SEPTEMBER 2018

**IT Trainer**

Auburn University Montgomery Outreach SUMMASOURCE

- Instructed state agency employees in various Microsoft Office productivity skills.

## EXPERIENCE (CONT)

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MARCH 2010 - DECEMBER 2012

**Coordinator**

Auburn University Montgomery  
INFORMATION TECHNOLOGY  
SERVICES

- Managed Desktop Support staff consisting of three full-time employees and student assistants. Coordinated staff activities.
- Organized and provided all departmental management documents including work schedules, leave requests, overtime requests, time sheets, and performance reviews.
- Provided the necessary resources and supplies to ensure the completion of tasks.
- Ensured timely completion of work orders for staff.
- Interviewed and hired new employees.
- Worked with CIO, Assistant CIO, and other stakeholders to plan, coordinate, execute, and improve all ITS projects and services.

JANUARY 2012 – DECEMBER 2012

**Help Desk Manager/Lab Manager**, Auburn University  
Montgomery  
INFORMATION TECHNOLOGY SERVICES

- Interviewed and hired student workers.
- Made lab student work schedules.
- Provided the necessary resources and supplies to ensure the lab runs efficiently.
- Coordinated with academic units on campus to ensure all the appropriate software was installed in the labs.
- Coordinated replacements for students when they are absent.
- Trained students in labs and help desk to answer phone calls and help AUM faculty, staff, and students with all their technology needs and all duties of User Services Technician.

JANUARY 2012 – MAY 2012

**Adjunct**

Auburn University Montgomery  
COLLEGE OF BUSINESS

- Taught assigned courses in accordance with the course syllabi and in accordance with the curriculum committee.
- Ensured grades are reported to the registrar's office on time.

## EXPERIENCE (CONT)

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MARCH 2007 – MARCH 2010

**User Services Technician**

Auburn University Montgomery

INFORMATION TECHNOLOGY SERVICES, responsible for all computers on the campus

- Kept computers up to date with newest hardware and software on PCs and Macs.
- Assisted users with any computer issues on PCs and Macs.
- Trained users on new software.
- Consulted with academic units and helped them order computers and other hardware.
- Maintained inventory of computer systems and other important hardware devices.
- Trained and mentored student assistants in computer troubleshooting and maintenance.

OCTOBER 2004 – MARCH 2007

**User Services Technician**

Auburn University Montgomery

COMPUTER CENTER, responsible for only Library computers and servers

- Ensured all library computers were kept up to date with operating system updates, program updates (including library specific programs such as various databases, Voyager, and programs that assisted the disabled).
- Assisted librarians and library staff with computer issues.
- Managed active directory server. Performed server backups to ensure all library databases, information, and the website could be restored if a disaster occurred.

JANUARY 2004 – JULY 2004, AUGUST 2004 - OCTOBER 2004

**Student Assistant**

Auburn University Montgomery

COMPUTER CENTER, responsible for only Library computers and servers

- Ensured all library computers were kept up to date with operating system updates, program updates (including library specific programs such as various databases, Voyager, and programs that assisted the disabled).
- Assisted librarians and library staff with computer issues.
- Managed active directory server.
- Performed server backups to ensure all library databases, information, and the website could be restored if a disaster occurred.

## EDUCATION

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AUGUST 2017 - DECEMBER 2018

Master of Library and Information Studies  
University of Alabama, Tuscaloosa, AL

AUGUST 2008 - MAY 2010

Master of Business Administration, concentration in Information Systems  
Auburn University Montgomery, Montgomery, AL

AUGUST 2002 - MAY 2004

Bachelor of Science in Information Systems  
Auburn University Montgomery, Montgomery, AL

AUGUST 2000 - MAY 2002

Associate in Science  
Central Alabama Community College, Alexander City, AL

AUGUST 1996 - MAY 2000

Advanced High School Diploma  
Central High School of Coosa County, Rockford, AL

## CERTIFICATIONS

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- CITI Program – recertification
  - August 29, 2024
- Microsoft Office Specialist – Expert 2019/365
  - Microsoft Office Word Expert
  - 2019/365 Microsoft Office Access Expert 2019/265
- Microsoft Office Specialist - Associate 2019/365
  - Microsoft Office Word 2019/365
  - Microsoft Office Excel 2019/365
  - Microsoft Office Power Point 2019/365

CompTIA A+ Certification (lifetime)

## RESEARCH

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### PUBLICATIONS - JOURNAL ARTICLES

Linna, K., Jourdan, Z., Corley, K., and Anderson, W. (2021). An Analysis of Student Engagement Versus Performance in a Business Statistics Course during the COVID-19 Pandemic, *Online Journal of Distance Learning Administration*, (Cabell's Acceptance Rate = 30%)

Jourdan, Z., Corley, K., Ryan, J., & Anderson, W. (2021). "The Internet of Things: Application of Content Analysis to Assess a Contemporary Area of Academic Research", *Journal of Information Systems Applied Research (JISAR)*, 14(1), 36-59. (Cabell's Acceptance Rate = 40%)

Jourdan, Z., Anderson, W., & Bittencourt, G. (2024, March 22). LinkedIn for Business School Students-A teaching note. *Academy of Business Research*. Accepted.

### REFEREED PROCEEDINGS

Jourdan, Z., Corley, K., Ryan, J., & Anderson, W. (2020). "Internet of Things (IoT): An Analysis of the Research" in Conference on Information Systems Applied Research Online, November 6th, 2020. (Winner of Best Paper Award)

### IN PROGRESS

Anderson, W., Sunkari, A., Gootam, T., Bohler, J., (2025-expected) "An Investigation of Student's Confidence and Abilities to use Excel"

### INTERESTS

- Information Technology
- Impact of Covid-19 on students in their learning
- Microsoft Office
- Artificial Intelligence

## CLASSES TAUGHT

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*Delivery methods: In person, online (Blackboard and Canvas), and hybrid*

### INFO 2050: COMPUTER APPLICATIONS IN BUSINESS

This course is designed to provide the student with knowledge and experience with Microsoft Office applications for use in better decision-making. It should increase the student's productivity through the use of computer resources as demonstrated by the completion and submission of selected computer assignments in areas requiring the usage of an operating system, a word processor, a spreadsheet, a database, and presentation software.

## CLASSES TAUGHT (CONT)

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### INFO 3070: MANAGEMENT OF SYSTEMS, TECHNOLOGY AND DATA

Introduces the management information systems concepts from an enterprise-wide perspective by exploring the integration of information systems to support real-time decision making in a global business environment with an emphasis on creating, collecting, and analyzing data in current information systems.

### INFO 3700: DATA COMMUNICATIONS

This course is designed to provide students with an understanding of the technical and management aspects of business data communications and network management. Students will gain an understanding of how the wired and wireless infrastructures work, how the internet works, and how applications use networks.

### INFO 6900: MACHINE LEARNING IN AI

An in-depth investigation of the theories, methods, and techniques of various machine learning models. Topics include how artificial intelligence differs from programming; supervised and unsupervised learning models and techniques; validation strategies; data preparation and imputation; organizational, ethical and leadership applications and challenges.

### QMTD 3600: MANAGEMENT PROCEDURES, OPERATIONS, & PROCESSES

Examines the concepts, principles, problems, and practices of operations management. Emphasis is on managerial processes for effective operations in both goods-production and service-rendering organization in a global environment.

## HONORS

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2021	Awarded College of Business Faculty Service Award
2019	Nominated for AUM Distinguished Lecturer Award
2019 -2020	Recognized by a women's soccer athlete for having a significant impact on their academic success
2015 - 2016	Recognized by a women's basketball athlete for having a significant impact on their academic success.

## STUDENT INVOLVEMENT

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### ADVISOR

Advisor to the Auburn University of Montgomery Information Systems Club

- Take an active role in advising the student organization.
- Develop the charter, mission, and strategic plan of the organization and be familiar with all provisions outlined in the organization's constitution and bylaws.
- Select and train the officers and current members of the organization.
- Remain informed of all activities sponsored and conducted by the student organization and attend events as feasible.
- Establish with the student organization president the manner and frequency in which the advisor will participate in the organization's activities, e.g., programs, social events, and meetings.
- Be knowledgeable about and adhere to AUM's policies and procedures in the AUM Student Handbook which pertain to student organization and inform the student organization president of his/her responsibility to do the same.
- Offer leadership development to the organization on goal setting, organization management, program planning, problem solving, and group evaluation.
- Report to the Department Head and other faculty any activities and encourage participation including event planning, communications using a variety of methods, and attendance monitoring.

### AU JOB FAIR

- AU Invites us regularly to their AU Job Fair via Dr. Jim Locke. They hold these job fairs in September and February.
- Once we are invited I make a survey on Qualtrics for students to sign up
- Students are e-mailed with specific instructions as to what they are to do and where to go on that day. They are informed of dress code as well as how to use the AUM COB Clothing Closet.
- Transportation is organized via AUM.
- Prior to the trip, the students resumes are reviewed.
- Day of I make sure students have everything they need and ride the bus with them to AU.
- I sit outside the job fair to help any students that have questions.
- Then I go in get pictures and talk to employers to see what type majors and interests they are looking for.
- Afterwards we travel back to AUM. I make sure everyone makes it back safely.

## COMMITTEES

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### University

- Teaching Effectiveness - focuses on the evaluation and enhancement of teaching effectiveness in traditional and online environments.
- Non-Tenure Faculty (Ad-hoc) – focusing on issues non-tenure track faculty have.
- Library – addresses issues with Library and communicates new developments with the faculty and staff.
- AUM Common Core Reading Program – established common reading book for AUM as well as the yearly activities associated with the book
- Student Retention (Ad-hoc) Committee – formed to address the issue of student retention.
- OLAT – online learning committee that establishes and enforces online learning standards and addresses Issues

### College of Business

- Scholarship and Awards (current) – votes on scholarship awards and decided faculty and staff College of Business awards Social Media, Recruitment, and Alumni – uploads information to social media, organizes and hosts recruiting events, and works with alumni.
- Undergraduate Curriculum Committee – approves new classes as well as changes to the curriculum and addresses assessment issues.
- Faculty Development Committee – defined new faculty categories according to AACSB standards.
- Online Technology Committee – defined online class evaluation standards and process.

## COMMUNITY INVOLVEMENT

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United Way – Calls upon the IS Club to help the nonprofits in the United Way with their technological needs. Have also reloaded and repurposed computers for the United Way’s main office.

Mary Ellen’s Hearth of Nellie Burge – Fixed computers that had viruses, set up projectors, and networked printers.

Easter Seals – Help serve and clean up crawfish at the annual Crawfish Boil to benefit Autism programs in the River Region.

YES (Youth Employment Services) – Set up wireless network, computer lab with 17 computers and two network printers for the lab. This lab will help students in the career service create their resumes and apply for jobs.

Wetumpka Middle School PTO Board – Regularly assists with board events such as “Thank You” meals for the teachers and staff, fundraisers, and volunteer opportunities.