**MICHAEL F. STROBEL, Ph.D.**

**PROFESSOR – CLINICAL**

**Pace University Seidenberg School of Computer Science and Information Systems**

**Director of Assessment Seidenberg School**

**U.S. Army Armament Graduate School**

**Accreditation Officer MSCHE and Department of Education Federal Accreditation**

**Chief Warrant Officer Four USN-R (Ret)**

**Registered Consultant**

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[**michaelfstrobel@ieee.org**](mailto:michaelfstrobel@ieee.org)

**linkedin.com/in/michaelfstrobel**

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| 17 Edward Drive  Flanders, New Jersey 07836  Cell: (973) 219-7627 | Owner and Principal  Aether Professional Services, LLC  Security Clearance: TS/SCI |

**EDUCATION**

**Pace University, New York, NY**

Ph.D. Computer Science, 2022, School of Computer Science and Information Systems.

**Stevens Institute of Technology**, Hoboken, NJ.

M.E., Systems Engineering, 2017, School of Systems and Enterprises, GPA 3.80.

**Stevens Institute of Technology**, Hoboken, NJ

M.S.-Certificate, 2010, Space Systems Engineering, GPA 3.80

**NYU-Tandon School of Engineering (Polytechnic University)** Westchester, NY

M.S., Information Systems Engineering, 1999, GPA 3.96

**State University of New York (SUNY) Empire State College**, Saratoga Springs, NY

M.A., Business and Policy, 1999, GPA 3.60

**State University of New York (SUNY) Empire State College**, Saratoga Springs, NY

B.S., Science and Mathematics, 1989, GPA 3.71

**City University of New York (CUNY) Queensborough C.C**., Bayside, NY

A.A.S., Electrical Engineering Technology GPA 3.83

**RESEARCH EXPERIENCE**

**Pace University, The Seidenberg School of Computer Science and Information Systems (CSIS),** New York, NY. 2017-2022

Supervisor/Advisor: Dr. C. Dwyer, Dissertation Advisor.

**Dissertation Research and Publication:**

“The Application of Technology Maturity Metrics for Adoption of Artificial Intelligence Technologies:

A Study of the Emergency Management Technology 9-1-1 Service using Speech Recognition”

**Ph.D. Advisors:**

Dr. Catherine Dwyer: Pace University-Seidenberg School of CSIS, Information Systems Department.

Dr. Zhan Zhang: Pace University-Seidenberg School of CSIS, Computer Science Department.

Dr. Brian Sauser: University of North Texas, Director – Jim McNatt Institute for Logistics Research.

**Pace University, The Seidenberg School of Computer Science and Information Systems (CSIS),** New York, NY. 2018-Present

Supervisor/Advisor: Dr. C. Dwyer, Dissertation Advisor.

Project: Pilot Research Paper: Obstacles to Adopting Speech Recognition in Emergency Services Solutions.

The paper was accepted as an Emergent Research Forum (ERF) research paper for Association for Information Systems - AMCIS 2018 Conference. The paper was included in the conference proceedings and delivered in the poster session. The paper included primary research interviews and 150 plus pages of transcription for coding.

**Pace University, The Seidenberg School of Computer Science and Information Systems (CSIS),** New York, NY. 2013-Present

Supervisor/Advisor: Dr. J. Hill, Dean

Project: Academic Research Grants in Cyber-Space and Cyber-Security. Conduct primary research, identification development and delivery in Computer Science and Information Technology for the government, classified, and commercial domains. Support the development of CSIS business processes; perform program scoping; budget development and delivery of various aspects of the program proposals. Research study: Critical Thinking and Scientific Methods in the CSIS student curriculum.

**National Aeronautics and Space Administration (NASA)**, Washington, DC Washington, DC

2015

Supervisor/Advisor: Dr. V. Gowron, Mitre Corp & T. Ross-Shepard Senior Scientist NASA Research and Education Support Services.

Project: Automation Proposals Review Panel in response to requests from the National Space Biomedical Research Institute and Aerospace States Association directed by NASA Research Education and Support Services.

Scope: Develop design tools and evaluation methods to ensure effective automation architectures and interfaces for long-duration human space missions. Research products should guide task/subtask assignments, objectively assess goal-directed progress, and facilitate effective information sharing among members of mixed-agent teams.

Lead Reviewer: Electronic Procedures for Crewed Missions Beyond Low Earth Orbit (LEO).

* Submitted by: Lockheed Martin
* Served as lead reviewer with team members: Dr. D. Folds, Dr. F. Ritter, Dr. S. Zhang.
* Developed the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

Second Reviewer: Electronic Procedures for Autonomous Crews: Research, Guidelines and Advisor Tool.

* Submitted by: San Francisco State University
* Served as second reviewer with team members: Dr. F. Ritter, Dr. R. Feyen, Dr. S. Zhang.
* Developed analytic scoring and written analysis of submitted research proposals.
* Submitted contribution to the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

Second Reviewer: Human Systems Adaptation Logic.

* Submitted by: Florida Institute of Technology
* Served as second reviewer with team members: Dr. F. Ritter, Dr. D. Folds, Dr. Z. Bursac.
* Developed analytic scoring and written analysis of submitted research proposals.
* Submitted contribution to the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

Third Reviewer: Design and Evaluation of Automated Electronics Checklists for Robotics Operations.

* Submitted by: Massachusetts Institute of Technology
* Served as Third reviewer with team members: Dr. L. Ikuma, Dr. Dr. F. Durso, Dr. Z. Bursac.
* Developed analytic scoring and written analysis of submitted research proposals.
* Submitted contribution to the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

Third Reviewer: Electronic Procedures for Autonomous Crew.

* Submitted by: Sentier Strategic Resources
* Served as Third reviewer with team members: Dr. D. Folds, Dr. L. Ikuma, Dr. Z, Bursac.
* Developed analytic scoring and written analysis of submitted research proposals.
* Submitted contribution to the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

Washington, DC

2012

Supervisor/Advisor: Dr. V. Gowron, Mitre Corp & T. Ross-Shepard Senior Scientist NASA Research and Education Support Services.

Project: Automation Proposals Review Panel in response to requests from the National Space Biomedical Research Institute and Aerospace States Association directed by NASA Research Education and Support Services.

Scope: Develop design tools and evaluation methods to ensure effective automation architectures and interfaces for long-duration human space missions. Research products should guide task/subtask assignments, objectively assess goal-directed progress, and facilitate effective information sharing among members of mixed-agent teams.

Lead Reviewer: Evaluating Long-Duration, Asynchronous Communication Mission Operation Architectures.

* Submitted by: NASA Ames Research Center.
* Served as lead reviewer with team members: Dr. M. Biferno and Dr. S.W. Lee.
* Developed the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

Second Reviewer: Automation in Procedures: Guidelines for Allocating Tasks for Performance.

* Submitted by: TRAClabs Inc.
* Served as second reviewer with team members: Dr. D. Damos and Dr. M. Biferno.
* Developed analytic scoring and written analysis of submitted research proposals.
* Submitted contribution to the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

Third Reviewer: MORIS-FAST: Extending Development and Validation Efforts on a Model-Based Tool to Predict Performance in Automation Conditions.

* Submitted by: Alion Science and Technology.
* Served as third reviewer with team members: Dr. S.W. Lee and Dr. D. Damos.
* Developed analytic scoring and written analysis of submitted research proposals.
* Submitted contribution to the team analysis report and readout.
* Performed Cost-Benefit Analysis of proposal to proposed outcomes.
* Provided recommendations on funding proposed research.

**mPower Software Services**, Philadelphia Philadelphia, PA

2012

Supervisor/Client: J. Rinaldi, CGIT, CRISC Sr. Consultant & M. Buscaglia, Vice President – Managed Services .

Project: Proposal for Biometrics – Fingerprinting Technologies Solutions, City of Philadelphia PA.

* Proposal Research Report: Finger Printing Technology Solutions.
* National Information Exchange Model (NIEM), registered member and compliance review for Biometrics.
* Global Justice Data Model XML Data Model (GJXDM) review for New Jersey law enforcement information sharing.
* FBI/DHS integration review: Integrated Automated Fingerprint Identification System (IAFIS) and Automated Biometric Identification System (IDENT) with metadata and expansion of full direct search requests over 450 jurisdictions.
* DOJ law enforcement information sharing program (LEISP) review and the FBI adoption of NEIM for the National Data Exchange (N-DEx) program.
* Performed industry product review and trade study of fingerprinting technical issues, trends and solutions.

**US Naval War College**, (USNWC) NewportNewport, RI

2011

Supervisor/Advisor: Dr. H. Brightman, Research Professor/Director Applied Research & Analysis.

Project: Global ’11 Title X War Game.

* Sponsored by Deputy Commander, United States Strategic Command.
* Game Report: Global ’11 Title X War Game.
* War-Gaming Department Staff Member, Data Collection and Analysis and Ethnographer.
* Quantitative and Qualitative data collection and analysis.
* Verification, analysis and interpretation of data to aid in logistical planning.
* Quantitative analysis, Pearson product moment correlation, tests of sample means and analysis of variance.
* Application of qualitative methods, including ethnography, grounded induction and data visualization.

Project: DEGRE ’11 Deterrence and Escalation Game and Review.

* Game Report: DEGRE ’11 Deterrence and Escalation Game and Review.
* War-Gaming Department Staff Member, Data Collection and Analysis and Ethnographer.
* Quantitative and Qualitative data collection and analysis.
* Verification, analysis and interpretation of data to aid in logistical planning.
* Quantitative analysis, Pearson product moment correlation, tests of sample means and analysis of variance.
* Application of qualitative methods, including ethnography, grounded induction and data visualization.

**Commander Naval Submarine Forces**, Norfolk Norfolk, VA

2003

Supervisor/Advisor: CDR K. D’Ambrosio (OIC) Submarine Force Management Assistance Detachment 420 San Diego, CA.

Project: Knowledge Management Study in the Submarine Force.

* Sponsored by: Captain L. Moore, Commander Naval Submarine Forces N10-Assistant Chief of Staff for Information and Knowledge Management.
* Knowledge Management Report – Knowledge Management in the Submarine Force.
* Benchmarking of commercial implementation of Knowledge Management.
* Documentation review, interviews, onsite scoping visits with commercial and submarine force commands.
* Evaluation of Navy Knowledge On-line (NKO) for benefits and pitfalls and collaboration useability.

**US Navy, Submarine Forces Pacific Fleet**, Yokuska, Guam, Pearl Harbor Yokuska, Japan

Guam

Pearl Harbor, HI

2002

Supervisor/Advisor: Submarine Forces Maintenance Director.

Project: Submarine Forces Reserve - USS Frank Cable AS-40 underway refurbishment project.

* Symposium SubFor Readout Presentation: Reserve Support for Underway Refurbishment Projects.
* Presented at Submarine Forces Reserve Component Conference – Pearl Harbor, HI.
* Onsite review and data collection onboard ship and analysis of underway overhaul of ventilation systems at Naval Facility, Guam and Naval Shipyard, Yokuska, Japan.
* Benchmarking of at sea repair department to shore repair department for refurbishment capabilities.
* Performed Interviews with active duty, reserve and leadership personnel.
* Quantitative and Qualitative data collection and analysis.
* Verification, analysis and interpretation of data to aid in logistical planning.
* Documentation review.

**Telcordia Technologies,** Piscataway Piscataway, New Jersey

1996-2000

Supervisor: D. Hochvert, Verizon Science and Technology / D. Abrams, Telcordia Technologies.

Project: Operator Services using Signaling System Seven (OSS-SS7).

* Telcordia Technologies, Specification: SR-2275, Notes on the Network.
* Telcordia Technologies, Specification: GR-1149-CORE, Operator Services System Generic Requirements.
* Represented Verizon Science and Technology on behalf of Operator Services.
* Industry effort to develop SS7 based signaling specifications for North America facilitating the retirement of traditional Multi-Frequency network signaling specifications.
* Coordination with the Alliance for Telecommunications Industry Solutions (ATIS) Committee T1S1(.3) for Services, Architecture and Signaling.
* Alignment with CALEA and E-911 requirements for law enforcement and public safety.
* Contributions to the SS7- SCCP and ISCP signaling and query formats to support operator functions.
* Performed verification of specifications, analysis and interpretation of results for industry publications.

**State University of New York (SUNY) Empire State College**, Saratoga Springs Saratoga Springs, NY 1998-1999

Supervisor/Advisor: Dr. J. Weiss.

Project: Thesis Research: “There will be significant economic, social and political impact from the implementation of automated speech recognition technologies in the telecommunications network.”

* Master’s Thesis, MA Qualification.
* Secondary Research - Documentation review.
* Primary Research - Interviews with Telecom Industry, Manufacturer experts.
* Questionnaire development, quantitative and qualitative data collection and analysis of industry, manufacturer and users.
* Regulatory survey of State and Federal ADA regulations and Federal Communication Commission.

**PAPERS**

The Application of Technology Maturity Metrics for Adoption of Artificial Intelligence Technologies:

A Study of the Emergency Management Technology 9-1-1 Service using Speech Recognition

Obstacles to Adopting Speech Recognition in Emergency Services Solutions. Individual 2022

Association for Information Systems - AMCIS 2018 Conference. Individual 2018

Critical Thinking and Scientific Methods in the Computer Science and Information Systems Individual 2016

Curriculum. Pace University-Seidenberg School. IRB Review - In Progress.

Evaluating Long-Duration, Asynchronous Communication Mission Operation Architectures Lead Reviewer 2012

Automation in Procedures: Guidelines for Allocating Tasks for Performance Contributor 2012

MORIS-FAST: Extending Development and Validation Efforts on a Model-Based Tool Contributor 2012

to Predict Performance in Automation Conditions.

Proposal for Biometrics – Fingerprinting Technologies Solutions, City of Philadelphia PA. Individual 2012

The use of Mixed-Method and Triangulation. QE Paper. Individual 2011

Prominent Human Dynamics as Impact Factors on Research. QE Paper. Individual 2011

Research Design for Determination of Factors in Speech Recognition Technology – Technology Individual 2011

Readiness Level (TRL), Selection Model and Risk Models. QE Paper.

Case Study and Qualitative Methods. QE Paper. Individual 2011

Research Augmentation for Case Studies Hypothesis. QE Paper. Individual 2011

Systems Thinking: DHS Customs of Destination “An Application of Connessione” Individual 2010

Impact on Consumers of Automated Speech Recognition Technology Individual 2008

via Telecommunications Transactions – Proposal.

Mission Comparison and Contrast Report: Mars Recon Orbiter and LANDSAT Contributor 2008

USN SFMA Team- Knowledge Management Report – Knowledge Management in the Contributor 2002

US Submarine Force.

Telcordia Technologies, Specification: SR-2275, Notes on the Network. Contributor 2000

Telcordia Technologies, Specification: GR-1149-CORE, Contributor 2000

Operator Services System Generic Requirements.

Thesis Research: “There will be significant economic, social and political impact from the Individual 1999

implementation of automated speech recognition technologies in the telecommunications network.”

**TEACHING EXPERIENCE**

**Pace University, The Seidenberg School of Computer Science and Information Systems,** New York, NY. 2013-Present

Professor – Clinical Lecturer

Deliver classroom and distance learning education for Graduate Programs in the Information Systems and Computer Science Degree Programs. Core courses in Information Technology Project Management, Business Telecommunications and Optical Communications and Networks. Design and deliver classroom, distance learning and blended course models. Develop and deliver IT and PM industry certification courses and perform student professional counseling. Provide Grant Development support and delivery with focus on Cyber-Security research, Classified Proposals and STEM education opportunities. Serve as ABET Accreditation Chair, provide Business Development support and consultation to school executives and initiatives and academic contributions to NASA as a Review Panel Member and The US Naval War College as a Data Collection and Analysis (DCAT) Member

* Director of Assessment, Seidenberg School. Programs: MSCHE, ABET, CAE and AACSB
* Accreditation Board for Engineering and Technology (ABET) Accreditation, B.S. Computer Science program. Seidenberg School.
* Grant Development for academic research. Focus on Cyber-Security research, NASA and education proposals.
* DHS and IT Governance, Risk and Controls Symposium.
* Distance Learning Certified
* ABET Certified.
* AACSB Business School Certified.
* US Navy Instructor, Certified 1992-2011.
* Develop and deliver Information Systems courses required for the Lubin School of Business certification in the Association to Advance Collegiate Schools of Business (AACSB) for the BBA in IS degree and MBA in IS.
* School of Information Systems: Developed and deliver schedule courses in the Information Systems curriculum.
* School of Computer Science: Developed and deliver scheduled courses in the Computer Science curriculum.
* Consult on the design, development and delivery of information and computer science course and consult on the design, development and delivery of the next generation curricula.
* Graduate Course: CYB-621: Information Security Management.
* Graduate Course: IS-617: Information Systems Principles. (Lubin School – AACSB Certified)
* Graduate Course: IS-632: Business Telecommunications. (Lubin School – AACSB Certified)
* Graduate Course: IS-637: IS Project Management (CAPM/PMP). (Lubin School -AACSB Certified)
* Graduate Course: CS-607: Simulation and Computer Network Analysis.
* Graduate Course: CS-633: Data Communications and Networks.
* Graduate Course: CS-636: Optical Communications and Networks.
* Graduate Course: CS-637: Wireless Communications.
* Graduate Course: CS-600/IS-600: IT Governance – A Business Analyst Perspective.
* Graduate Course: CS-600: Digital Forensics – Principles and 5G Wireless Application Research Project.
* Graduate Course: CS-600: Satellite Broadband Systems –Application Research Project.

**City University of New York (CUNY) LaGuardia C.C.**, Long Island City, NY. 2000-2002

Adjunct Lecturer:

Telecom 2000 Curriculum Development and Course Delivery:

* Developed and delivered scheduled courses in the curriculum.
* Digital Switching Theory and Application, Signaling Theory and Application, Queue Methodology, Traffic Planning and Analysis, Operations Planning and Support, Billing and Operational Support Systems, E-911, Call Center technology, Speech Recognition and Business case analysis and development.

**US Navy**, US and Oversea Commands.1992 – 2011

Training Specialist – Certified Classroom Instructor:

Curriculum Development and Course Delivery:

* Command Reserve Leadership Course – Facilitator for segments on US Navy technology and Leadership, Technology, Operations and US Navy Policies and Practices.
* Information Systems Security – ISACA-CISA based IS audit requirements, applications and tools and The Committee on National Security Systems (CNSS) guidelines.
* Special Frequency Power Systems – Shipboard 400 HZ special frequency power generation, regulation, distribution and Navy surface, submarine and aerospace applications.
* Orbital Mechanics and Navy Satellites: The six Orbital elements and launch dynamics and purposeful orbit types and applications for commercial and US Navy satellites.
* Electrical Systems - Shipboard 60 HZ and 48VDC power generation, regulation, distribution and Navy surface, submarine and aerospace applications.
* Electronic Systems – Shipboard electronic systems for telemetry and control systems.
* Surface Ship Technology- Ship technology evolution with emphasis on engineering systems.
* Submarine Technology – Boat evolution with emphasis on engineering systems.
* Finance and Business: Navy Supply Corp logistics financials for command level business. Personal Finance for Sailors and Families.

**RELATED PROFESSIONAL AND TEACHING EXPERIENCE**

**ChickTech, Pace University Seidenberg School of CSIS** New York, NY

2015 - Present

* Serve as Technology Volunteer for 100 NYC high school girls selected to participate in technology sessions hosted by Pace University for STEM education for girls in technology.
* Sessions include 3-D Printing, Phone Application development, HTML Web Page Development, Soft Circuits and Robotics.

**Boy Scouts of America**, Floram Park Floram Park, New Jersey

2000-Present

* Elected Senior Youth Leadership at the local and council level for Scouting.
* Winter camping leadership at the council program and delivery level for 125 Scouters annually.
* BSA COPE Instructor – (Challenging Outdoor Personal Experience) for individual and group learning.
* Youth instruction and certification up through Eagle Scout and Venturing levels.
* Youth and Adult leader education design and delivery at the council, troop and individual level.
* Merit Badge Counselor for youth in academic and skills level competencies.

**US Navy Career Counselor**, US and Oveseas Commands US and Overseas Commands

1998 – 2011

* Certified Career counseling to US Navy enlisted and officer personnel for career management to include career path development, academic enrichment and assignment preparation.
* Commanding Officer command level counseling and personal counseling to include collaboration with Chaplain Corp. and Judge Advocate.

**American Legion**, Elected Officer and Youth Service Program Advisor, Netcong Netcong, New Jersey

2008-Present

* Youth Instructor for Americanism Program.
* Sponsor Advisor for Boy Scouts of America.
* Sponsor Advisor for American Legion Baseball

**PROFESSIONAL ASSOCIATIONS**

Association for Information Systems, (AIS) Member

Institute of Electrical and Electronic Engineers, (IEEE) Senior Member

Information Systems Audit and Controls Association, (ISACA) Silver Member

International Council on Systems Engineering, (INCOSE) Student Member

Project Management Institute (PMI), Member

Society of Broadcast Engineers, (SBE) Senior Member

Human Factors and Engineering Society, (HFES) Member

Veterans of Foreign Wars, (VFW) Life Member

American Legion – Member, (AL) Elected Officer

United States Navy League, (USNL) Life Member

Naval Enlisted Reserve Association, (NERA) Life Member

Military Officers Association of America, (MOAA) Member

Fleet Reserve Association, (FRA) Member

Association of the United States Navy, Member, (AUSN) – Legislative Representative, New Jersey

**PROFESSIONAL CERTIFICATIONS**

Certified Information Systems Auditor #0228948 , Information System Audit and Control Association (ISACA)

Certified Information Security Manager #1633985, Information System Audit and Control Association (ISACA)

Teacher K-12, Military Science Certificate of Eligibility #800720, New Jersey Department of Education (NJDOE)

National Honor Society for the Technologies, Tau Alpha Pi

Certified Broadcast Technologist #21136, Society of Broadcast Engineers (SBE)

Senior Customs Border Control Agent, US Department of Agriculture (USDA)

Project Management Professional, (Exam Eligible), Project Management Institute (PMI)

Certified Business Analysis Professional (CBAP), (Exam Eligible), International Institute of Business Analysis (IIBA)

Certified Systems Engineering Professional (CSEP), (Exam Eligible), International Council on Systems Engineering (INCOSE)

**US NAVY PROFESSIONAL CERTIFICATIONS**

Commanding Officer Ashore, US Navy

Classroom Instructor, US Navy

Career Counselor, US Navy

Joint Forces Operations Officer, US Navy

Electrical Power Plant Supervisor, Shipboard Main and Avionics Special Power, US Navy

Security Force Officer, US Navy, Center for Security Forces (COMSECFOR)

Antiterrorism Security Officer, US Navy Center for Security Forces (COMSECFOR)

Command Duty Officer, US Navy Submarine Base New London, CT (SUBASE NLON)

Submarine Repair Duty Chief, US Navy, Naval Submarine Support Facility, New London, CT (NSSF NLON)

**PROFESSIONAL EDUCATION**

**Villanova University**, Professional Certificates

Information Security Management – The Committee on National Security Systems (CNSS)

Government Contract Management – Federal Acquisition Regulations (FAR)

Commercial Contract Management – Uniform Commercial Code (UCC)

**The George Washington University**, Professional Certificates

Project Management, Technology

Mobile Communications Engineering

**United States Navy,** Professional Certificates

Navy Operations Center Incident Management Team, Federal Emergency Management Agency (FEMA), US Navy

Six Sigma-Green/Lean/Theory of Constraint, Naval Sea Systems Command

Public Affairs Officer - Battalion, US Navy Expeditionary Logistics Support Group

400 HZ Power Plant Generation and Distribution, US Navy

60 HZ Power Plant Generation and Distribution, US Navy

Electrical/Electronic Control Devices, US Navy

**Bell Communications Research Technical Training Center**, Professional Certificates

Advanced Intelligent Networks (AIN)

Nortel Digital Multiplex System 100 End office

Nortel Digital Multiple System 200 Tandem, Operator Services, E911

Advanced Call Distribution (ACD) Call Center Technology

**ACADEMIC CONSULTING**

**Pace University, Seidenberg School of Computer Science and Information Systems,** New York, NYNew York, NY

**2017 – Present**

Program Lead – Manager

Pace University-Seidenberg School of CSIS: Serve as ABET (Accreditation Board for Engineering and Technology) Certification lead for the Computer Science departments B.S. program in Computer Science. Managing and implementing the five-year recertification requirement to include the Self Study Report and investigators site visitation in 2018. Management of all follow up engagements into the 2019 award of ABET for the program.

**Pace University, Seidenberg School of Computer Science and Information Systems,** New York, NYNew York, NY

**2015 – Present**

Contributor – Consultant

Pace University-Seidenberg School of CSIS: Providing consultation, analysis and recommendations for business transformation, grants, research proposals and funding, commercialization and academic initiatives. Provide support for NASA Research Education and Support Services initiatives. Perform contributory academic research and curriculum assessment.

**National Aeronautics and Space Administration**, Washington, DC Washington, DC

January 2012- Present

Analyst, Panel Member – Reviewer for NASA Proposals.

Invited academic contributor and industry panel expert for automation proposals for human space flight in response to requests from the National Space Biomedical Research Institute and Aerospace States Association directed by NASA Research Education and Support Services. Representing Stevens Institute of Technology; voluntarily contribute technical and business analysis and recommendations for submitted research proposals to the resolution of human performance issues with technological, process and procedural solutions.

**U.S. Naval War College**, Newport Newport, RI

January 2011- Present

Analyst – Data Collection and Assessment Team Member.

Invited academic contributor for the US Navy War-Gaming department at the Naval War College and serve on staff as requested, as a member of the DCAT Team (Data Collection and Analysis and Ethnographer). As a retired Navy officer, voluntarily contribute to the data collection, analysis and recommendations during and post sponsored research in the War-Gaming department resulting is published reports.

**LEGISLATIVE EXPERIENCE**

**Association of the United States Navy**, Washington, DC Washington, DC

January 2013 – Present

Legislative Liaison – New Jersey.

Provide legislative advocacy in serving the legislative goal to be the “Voice for America’s Sailors” to New Jersey representatives on Capitol Hill. Support the education of Congress and the Nation on issues pertaining to our Navy and National Defense as well as our Veterans. Coordinate with AUSN legislative leadership, VP of Government Relations- RDML R. Graf USN (Ret) and Legislative Director, Mr. A. Wallis on Federal outreach to New Jersey representatives with focus on AUSN Bills of Interest.

**INDUSTRY EXPERIENCE**

**PRINCIPAL, OWNER: GOVERNANCE, IT PROJECT MANAGER, BUSINESS ANALYST, IS & RISK AUDITOR**

**Aether Professional Services, LLC Morris County, NJ: 2012 – Present**

Veteran owned company. Provide an experienced holistic perspective of business and technology to the client. Focused on computer, information systems, services and technologies, for commercial and government expertise for Project Leadership, IT Security, Governance, Business and Systems Analysis, Media, Knowledge Management, Risk Analysis, Contract Management, Education and Academic services employing custom solutions employing qualitative and quantitative methods.

**SENIOR CONSULTANT – ACADEMIC ACCREDITATION OFFICER**

**Consulting Partner – WisEngineering LLC.**

**Armament Graduate School – Federal Degree Granting Authority Project**

Client: U.S. Army, AFC, CCDC, Armament University, Picatinny Arsenal Dover, NJ: 2019 - Present

U.S. Army Picatinny Arsenal, Armament Graduate School. Partner through WisEngineering LLC. Perform project management, business analysis and resolution of issues leading the to academic accreditation of the Armament Graduate School under the Armament University and the U.S. Army Picatinny Arsenal in New Jersey. Following U.S. Code 10 authorization in 2019, perform all necessary leadership and tactical activities to achieve the authorization of the school to issue degrees in lieu of certificates at graduation for Master and Ph.D. programs. This includes the achievement of the support of the Department of Education – (NACIQI) and Middle States (MSCHE) accreditation.

**SENIOR CONSULTANT – SECURITY ARCHITECT ANALYST**

**Consulting Partner – Flexera LLC.**

**CISO, BDNA Normalized Data and Security Architecture**

Client: US Postal Service, Washington DC / Raleigh NC: 2018

US Postal Service CISO Office. Washington D.C. and Raleigh N.C. Partner through Flexera LLC and Prospecta (f-DXC). Perform project management, business analysis and resolution of issues for Data Normalization in support of the Flexera “BDNA Data Platform”. Integration of security and asset management platforms for developed and ad-hoc extractors, use cases for visualization, NIST, CVE et al.

**SENIOR CONSULTANT – PROJECT MANAGER -BUSINESS ANALYST, UNSTRUCTURED DATA SECURITY**

**Consulting Partner – Insight Global LLC.**

**Unstructured Data Access Management Program Team – Risk Management, Platforms and Solutions.**

Client: Deutsche Bank IT Security, Jersey City, NJ: 2016

Collaborate with Program Management for the Deutsche Bank Unstructured Data Access initiative. Provide international program and project management, business analysis and technical documentation for the remediation and implementation of solutions, platforms and processes for the risk remediation and ongoing management implementation for unstructured data for Run The Bank (RTB) operations.

**SENIOR CONSULTANT - BUSINESS ANALYST, PRODUCT CATALOG, BSS/OSS.**

**Consulting Partner – Procom Consulting LLC.**

**Business Platform Transformation Team – Salesforce Cloud**

Client: Ritter Communications Inc. , Atlanta, GA: 2016

Collaborate with Procom Consulting to provide analytics and process development for technical product, pricing and metadata for transition of legacy systems to a Salesforce Cloud solution for products and BSS/OSS workflows.

**SENIOR CONSULTANT - BUSINESS ANALYST, IT PROJECT MANAGER.**

**Consulting Partner - mPowerSS Inc.**

**Private Equity Merger Business Transformation Team**

Client: Simmons-Serta-Enterprise Resource Platform IT Security, Atlanta, GA: 2014 – 2015

Collaborate with W-Group Consulting to provide Information Technology Security consultation, analysis and implementation of security controls in alignment with ISACA, COBIT 5 and industry best practices for Role Based Access, Segregation of Duties, Master File CIA compliance and SOX. Perform business and systems analysis for the client ERP systems. Conduct interviews with personnel and development of Roles Base Access Security requirements. Project Manage the security project through all phases and financials for final reporting to Senior Management.

**SENIOR CONSULTANT - PROJECT MANANGEMENT, IT SECURITY AND BUSINESS ANALYST**

**Consulting Partner - mPowerSS Inc.**

**Clarient Entity Hub Project Team**

Client: Depository Trust and Clearing Corporation. Jersey City, NJ: September 2014.

Project Management and IT Security Analyst Consultant to the DTCC a US post-trade financial services company supporting the new industry solution, Clarient Entity Hub, to provide centralized services for all client data and documents needed to satisfy internal on-boarding and help firms meet broader related regulatory requirements including Know Your Customer (KYC), Foreign Account Tax Compliance Act (FATCA), European Market Infrastructure Regulation (EMIR) and Wall Street Reform and Consumer Protection Act (Dodd-Frank).

**SENIOR CONSULTANT - DIGITAL MEDIA PRODUCT DEVELOPMENT AND IT PROJECT MANAGEMENT**

**Consulting Partner - Collaborative Consulting Services Inc.**

**Digital Media Product Design and Launch**

Client: Verizon Inc., Digital Media Services - Verizon Business & Technology. Basking Ridge, NJ: March 2012 – August 2014.

Senior Business Analyst & Project Management consultant, provide systems engineering, business analysis and project management to the Digital Media Services initiative, managing the first industry digital utility for content transformation, publishing, digital rights management and global content delivery network for bundled and unbundled offerings. Perform project management, RFPs, partnership management, price strategy, rate development and analytics. Sales Force, Apttus and Digital Signature oversight for design and verification-validation processes, security, architecture, systems integration and coordinate internal technologies and acquisition.

**COMMANDING OFFICER - Engineering and Security Officer (Retired)**

US Navy., U.S. Submarine & Surface Force, Expeditionary Logistics Group, Naval Security Forces Active and Reserve: 1978-2011.

Commanding Officer, twice competitively selected for diverse Engineering and Security reserve commands with 50 direct reports and Operations Iraqi Freedom and Enduring Freedom expeditionary leadership assignments with 100 direct reports for the Navy Expeditionary Logistics Support Group. Knowledge systems analyst, carrier group ships, submarine force engineering for fast attack and tridents world-wide with at sea and global shipyard level expertise in electrical, IT, mechanical, electronic systems, special power and propulsion plants.

* Operation Iraqi and Enduring Freedom: Company Commander, Executive, Plans and US Embassy Security Officer: 100 direct report Agents to Third Army Command.
* Submarine Forces: Commanding Officer: USS Emory S. Land AS-39 Submarine Forces Expeditionary Maintenance.
* Installation Command: Commanding Officer: Naval Air Station Willow Grove, Naval Security Forces.

**SENIOR BUSINESS ANALYST, – Technology Acquisition - Corporate Strategic Sourcing**

Verizon Inc., Frontier Inc. Basking Ridge and Piscataway, NJ: 2004-2010.

Senior Business Analyst, sourcing process lead for Strategic Sourcing and Supply Chain Management, developed stakeholder requirements and specifications, negotiated and managed contracts for domestic and international projects for software development, licensing, International Trade Services, Information Technology, Transport Technology, Edge Data and Switching. Project managed and led negotiations for major technology evaluation and acquisition directives and Request for Proposal teams for (UCC), (FAR) in a life-cycle model. Developed the business-legal terms and conditions for contractual agreement, compliance, attorney approval and execution.

* Subject Matter Expert for Information Technology, Switch, Optical and Video contracts and suppliers to include Cisco, Motorola, Juniper, Stratus, Oracle, SAP, Sun, Microsoft. Alcatel-Lucent, Nortel, Genband, Siemens, Ciena, Fujitsu, Ericsson and Tellabs.
* Executed $5B sale and transfer of network assets for the execution of 600 technology and engineering contracts for legal approval and execution by the parties to include the Chief Operating Officer and Chief Executive Officer.
* Notary: State of New Jersey.

**SYSTEMS ANALYST, - Certified Information Systems Auditor, - Internal Audit- Corporate Finance**

Verizon Inc. New York, NY: 2001-2004.

Systems Analyst and certified systems auditor for strategic technology audits and control advisory for Verizon’s corporate financial and revenue producing systems. Evaluate the IT platforms and networks for Risk IT, Val IT and COBIT for compliance and security.

* Implemented Sarbanes-Oxley (SOX) compliance for GL financials and systems integrity and data classification for CEO approval.
* Managed the Enterprise Risk Mitigation and Revenue recovery for Control Plans for Audits and Control Advisory consultation.
* Develop corporate data classification schema, analyze Databases, Mainframe, Switch, LAN and software development for CMMI.

**SENIOR MEMBER TECHNICAL STAFF, – Science & Technology – Product Development**

Verizon Inc. New York NY: 1995-2001.

Systems Engineer and business analyst for strategic corporate initiatives. Network design, technology selection and business case development. Development of communications technologies for the implementation of new telecommunications services in the network.

* Presented to the Chief Technology Officer on platform consolidations analysis and development recommendations.
* Project Managed National E-911, speech automation network architecture, platform, software and RFP technical specifications.
* As Human Systems Integration SME, developed $40M Speech Recognition RFP specifications for stakeholder analysis and Call Center corporate automation objectives. Supervised testing, evaluate and deploy speech recognition, tactile and visual technologies.

**MEMBER TECHNICAL STAFF, National Technology Consultant**

Bell Communications Research Inc. Livingston, NJ: 1992-1995.

Systems Engineer and business analyst consultant to the Regional Bell Operating Companies (RBOCs) and International clients.

* Project Manage vendor platform capability reviews regression and lab testing for domestic and international clients.
* Chair National Software Switch Feature Committee and software translations SME for switch and network IT systems.
* Human Systems Integration (HSI): SME for National implementation of speech recognition technologies and consoles.

**MANAGER, TECHNICAL SUPPORT, Electronic Systems Assistance Center**

NYNEX: New York, NY: 1987-1992.

Second Tier technical support manager for all digital switching and data networks in New York and New England.

* Managed first team technicians in the New York and New England states and Emergency system recovery.
* Systems Analysis in Pascal, Unix Shell and C code systems for multi-switch histogram analysis and predicted failure.
* Technical implementation support and certification for the digital switching and IT support system hardware and software.
* Managed the Goldman Sachs and Citi-Bank growth with advance features and digital services support accounts in NYC.

**AEROSPACE ELECTRONICS TECHNICIAN, Electronics Division**

Grumman Aerospace, Electronics Division: Great River, NY: 1985-1986.

Perform Avionics and implementation and analysis on the IBM Electron Beam Lithography (EBL) computer chip development.

* Implemented EBL system design from TTL to CMOS for course and fine beam operations for IBM chip production.
* Avionics electrical and electronics systems tester for the Grumman F-14, EA6B, S3, and E2-C aircraft.