Summary of Key Accomplishments (May 27, 2025)

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- Education: PhD and MS in Information Systems, Carnegie Mellon University, Tepper School of Business. MBA, Texas Tech University. BS in Mechanical Engineering, Pontificia Universidad Catolica del Peru. One year of additional PhD studies in Finance, Texas Tech University.
- Awards: American University's 2025 Outstanding Teaching in Full-Time Appointment Award (also nominated for the same award in 2024). 2021-22 Kogod Graduate Professor of the Year Award (by student vote); 2020-21 American University Green Teacher of the Year. Kogod UPS Research Professor (runner-up), 2016-19. Kogod UPS Faculty Fellow, 2010-16. Kogod UPS Endowed Fellow and Scholar 2002-08. Kogod Achievement Award for Outstanding Research in 2004, 07, 08, 10, 11, 13, 15, 18, and 19. Kogod Achievement Award for Outstanding Teaching in 2011, 12, 19, 22, and 24. Kogod Achievement Award for Outstanding Service in 2010, 11, 12, 14, 14, 15, 16, 19, 21, and 24. Kogod Dean's Special Award for Outstanding Service, 2014.
- Positions: American University Professor Emeritus of Information Technology and Analytics, Kogod School of Business, starting in January 2026, for life. Full Professor of Information Technology and Analytics, Fall 2012 to December 2025. Chair, Information Technology Department, July 2012 to December 2015. Visiting Scholar at the School of Nursing Science at the University of Basel, Basel, Switzerland, November 2022. Visiting Scholar at the School of Science at Aalto University, Otaniemi, Finland, March-August 2016. Associate Professor of Information Technology, Fall 2008 to Fall 2011. Assistant Professor of Information Technology, Fall 2002 to Fall 2008. Curriculum Coordinator, Information Technology and Analytics programs, December 2015 to present.
- Scholarship: Over 70 peer-reviewed articles published, including premier refereed journal articles (18), refereed conference proceedings (40), books (3), and book chapters (9) with over 7,765+ Google Scholar citations (h-index = 34, i10 index = 50), plus multiple refereed conference articles without proceedings (34) and other presentations (27). Books: Predictive Analytics & Machine Learning for Managers (https://www.amazon.com/dp/B0C3556H1Z); Obtaining Value from Big Data for Service Delivery (Vol I Management https://www.amazon.com/dp/B07SG16RJT; Vol II Technology https://www.amazon.com/dp/B07SKY6QMY); and I'm Working While They're Sleeping: Time Zone Separation Challenges and Solutions (https://www.amazon.com/dp/B006DKCVMQ).
- **Teaching:** Taught over 2,200 graduate and undergraduate students over 24 years. Also led and architected multiple courses and programs, including: MS in Business Analytics, both campus and online programs; undergraduate specializations and minors in Information Systems and Technology and in Business Analytics; designed and taught many courses, including: Predictive Analytics with Machine Learning, Business Process Analysis, Social and Organizational Network Analytics, Programming in R Language for Business Analytics, Introduction to Information Systems and Technology, and Online Business Application Development.
- Earlier Professional Work: VP of Finance and Administration, Chief Financial Officer and Director of Quality Assurance, and other management positions at TechnoServe, Inc., Norwalk, CT (1987-1997). Financial and Systems Analyst, Partnership for Productivity, International, Washington, DC (1984-1987). Project Design Engineer and Project Manager at Cesel, Inc. and Petroperu, Lima Peru.