

TERRENCE W. AUGUST

Curriculum Vitae

Rady School of Management
University of California, San Diego
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Academic Employment

- 2007 – Present, University of California, San Diego, Rady School of Management
 - ◊ 2016 – Present, Program Co-Director, Master of Science in Business Analytics
 - ◊ 2014 – Present, Associate Professor (with tenure) of Innovation, Technology and Operations Management
 - ◊ 2007 – 2013, Assistant Professor of Innovation, Technology and Operations Management

Education

- 2002 – 2007, Stanford University, Graduate School of Business
 - ◊ Ph.D. Operations, Information & Technology, 2007
 - Dissertation Title: *Essays on Economics of Information Technology*
 - Dissertation Adviser: Tunay I. Tunca
 - Dissertation Reading Committee: Haim Mendelson, J. Michael Harrison
 - ◊ M.S. Financial Mathematics, 2005
- 1994 – 1998, Vanderbilt University
 - ◊ M.S. Chemical Engineering, 1998
 - Thesis Title: *The Reduction of Regulated Air Pollutant Emissions from Coal-fired Boilers through Optimized Automatic Control Algorithms*
 - Thesis Adviser: Karl B. Schnelle, Jr.
 - ◊ B.E. Chemical Engineering, 1998

Grants

- National Science Foundation, “*Control of Information Security Risk Using Economic Incentives*” (CNS-0954234), 2/15/2010–1/31/2015, \$529,991
- National Science Foundation, “*NSF Student Travel Grant for 2017 Workshop on the Economics of Information Security (WEIS)*” (CNS-1733956), 3/1/2017–2/28/2018, \$12,000

Awards

- “Most Valuable Professor Award”, Flex MBA Class of 2018, Rady School of Management, UCSD
- 2016, Information Systems Society (ISS) Sandra A. Slaughter Early Career Award
- 2015-2016, Chancellor’s Associates Faculty Excellence Award, *Excellence in Graduate Teaching*, University of California, San Diego
- “Most Valuable Professor Award”, Full-Time MBA Class of 2015, Rady School of Management, UCSD
- 2015 *Management Science* Meritorious Service Award
- “2013 AIS Best Publication of the Year” for article appearing in *Management Science*
- “Most Valuable Professor Award”, Flex Weekend MBA Class of 2014, Rady School of Management, UCSD
- Finalist for “2013 Best Paper Award in Information Systems” in *Management Science*
- “Best Conference Paper”, Conference on Information Systems and Technology 2012 (CIST), Phoenix, AZ, October 13–14, 2012.
- “Excellence in Teaching Award”, Flex Weekend MBA Class of 2012, Rady School of Management, UCSD
- “Most Valuable Professor Award”, Full-Time MBA Class of 2011, Rady School of Management, UCSD
- “Excellence in Teaching Award”, Full-Time MBA Class of 2010, Rady School of Management, UCSD
- Faculty Early Career Development (CAREER) Award from the National Science Foundation (2010)
- “Excellence in Teaching Award”, Full-Time MBA Class of 2009, Rady School of Management, UCSD
- Vanderbilt University Founder’s Medalist for top honors in the school of engineering (1998)
- Tau Beta Pi engineering honor society, Sigma Xi scientific research society (1998)
- Vanderbilt University’s Chancellor’s Scholarship (1994)
- National Merit Finalist (1994)

Publications

- Competition among Proprietary and Open-Source Software Firms: The Role of Licensing on Strategic Contribution (with Wei Chen and Kevin Zhu), 2021, Management Science, **67**(5), 3041–3066.
 - ◊ Nominee for Best Conference Paper, Conference on Information Systems and Technology (CIST), 2014
- Market Segmentation and Software Security: Pricing Patching Rights (with Duy Dao and Kihoon Kim), 2019, Management Science, **65**(10), 4575–4597.
- Generating Value through Open Source: Software Service Market Regulation and Licensing Policy (with Hyoduk Shin and Tunay Tunca), 2018, Information Systems Research, **29**(1), 186–205.
- Optimal Timing of Sequential Distribution: The Impact of Congestion Externalities and Day-and-Date Strategies (with Duy Dao and Hyoduk Shin), 2015, Marketing Science, **34**(5), 755–774.
- Designing User Incentives for Cybersecurity (with Robert August and Hyoduk Shin), 2014, Communications of the ACM, **57**(11), 43–46.
- Cloud Implications on Software Network Structure and Security Risks (with Marius Florin Niculescu and Hyoduk Shin), 2014, Information Systems Research, **25**(3), 489–510.
 - ◊ Best Conference Paper, Conference on Information Systems and Technology (CIST), 2012
- The Influence of Software Process Maturity and Customer Error Reporting on Software Release and Pricing (with Marius Florin Niculescu), 2013, Management Science, **59**(12), 2702–2726.
 - ◊ Winner of 2013 AIS Best Publication of the Year (*Management Science*)
- Licensing and Competition for Services in Open Source Software (with Tunay Tunca and Hyoduk Shin), 2013, Information Systems Research, **24**(4), 1068–1086.
- Who Should be Responsible for Software Security? A Comparative Analysis of Liability Policies in Network Environments (with Tunay Tunca), 2011, Management Science, **57**(5), 934–959.
 - ◊ Finalist for Best Paper Award in Information Systems (among articles published in *Management Science* from 2011-2013)

- Let the Pirates Patch? An Economic Analysis of Software Security Patch Restrictions (with Tunay Tunca), 2008, Information Systems Research, **19**(1), 48–70.
- Network Software Security and User Incentives (with Tunay Tunca), 2006, Management Science, **52**(11), 1703–1720.

Papers Under Review

- Economics of Ransomware Attacks (with Duy Dao and Marius Niculescu), Minor Revision at *Management Science*.

Work In Progress

- Assessing Post-Surgical Cancer Risk Using Time-Dependent Survival Curves (with David Schkade).
- Consumption Timing in Congestible Services: Strategic Smoothing (with Duy Dao and Hyoduk Shin).
- Government Regulation, Security, and Welfare in Network Economies (with Tunay Tunca).
- Patch Management for Open-Source Security (with Duy Dao and Kihoon Kim)

Collections and Reports

- Securing Information in a Digital World (with Sam Ransbotham), 2018, INFORMS Editor’s Cut, Volume 11.
- Comments on Incentives To Adopt Improved Cybersecurity Practices (with Tunay Tunca), Invited Commentary for the Department of Commerce’s Notice of Inquiry as part of the President’s Executive Order on Cybersecurity, 2013.

Invited Talks and Conference Presentations of Research

- “*Economics of Ransomware Attacks*”
 - ◊ Workshop on the Economics of Information Security 2019 (WEIS), Harvard University, Boston, June 3, 2019. (Duy Dao)
 - ◊ Conference on Information Systems and Technology 2018 (CIST), Phoenix, AZ, November 3-4, 2018. (Duy Dao)

- *“The Impact of Ransomware on Customer Behavior and Software Pricing”*
 - ◊ Workshop on Information Systems and Economics 2017 (WISE), Seoul, South Korea, December 13-15, 2017. (Duy Dao)
- *“Market Segmentation and Software Security: Pricing Patching Rights”*
 - ◊ Korea University Business School, March 26, 2018.
 - ◊ Theory in Economics of Information Systems 2018 (TEIS), La Jolla, CA, March 17, 2018. (Duy Dao).
 - ◊ Conference on Information Systems and Technology 2016 (CIST), Nashville, TN, November 12-13, 2016. (Duy Dao)
 - ◊ Workshop on the Economics of Information Security 2016 (WEIS), University of California, Berkeley, June 14, 2016. (Duy Dao)
- *“Economics of Cybersecurity”*
 - ◊ Ross School of Business, University of Michigan, February 22, 2019.
 - ◊ Carlson School of Management, University of Minnesota, November 20, 2017.
 - ◊ David Eccles School of Business, University of Utah, March 10, 2017.
 - ◊ Wind River Systems, October 20, 2015.
 - ◊ Cox School of Business, Southern Methodist University, October 16, 2015.
- *“Assessing Post-Surgical Cancer Risk Using Time-Dependent Survival Curves”*
 - ◊ Rady School of Management Faculty Brown Bag Seminar Series, University of California, San Diego, April 13, 2015.
- *“Generating Value through Open Source: Software Service Market Regulation and Licensing Policy”*
 - ◊ Workshop on Information Systems and Economics 2014 (WISE), Auckland, New Zealand, December 17, 2014. (Tunay Tunca)
- *“Competition among Proprietary and Open-Source Software Firms: The Role of Licensing on Strategic Contribution”*
 - ◊ Conference on Information Systems and Technology 2014 (CIST), San Francisco, CA, November 9, 2014. (Wei Chen)

- *“Optimal Timing of Sequential Distribution: The Impact of Congestion Externalities and Day-and-Date Strategies”*
 - ◊ Korea University Business School, March 14, 2016.
 - ◊ Fox School of Business, Temple University, January 22, 2016.
 - ◊ POMS Annual Conference 2014, Atlanta, GA, May 11, 2014.
 - ◊ INFORMS Annual Meeting 2013, Minneapolis, MN, October 8, 2013. (Duy Dao)
 - ◊ Haskayne School of Business, University of Calgary, March 17, 2013.
 - ◊ Theory in Economics of Information Systems 2013 (TEIS), Monterey, CA, June 25, 2013.

- *“Cloud Computing: Implications on Software Network Structure and Security Risks”*
 - ◊ Eller College of Management, University of Arizona, September 26, 2014.
 - ◊ Korea University School of Business, September 17, 2014.
 - ◊ POMS Annual Conference 2014, Atlanta, GA, May 10, 2014.
 - ◊ School of Business and Economics, Westfälische Wilhelms-Universität Münster, Germany, December 10, 2013.
 - ◊ INFORMS Annual Meeting 2013, Minneapolis, MN, October 7, 2013.
 - ◊ Workshop on the Economics of Information Security 2013 (WEIS), Georgetown University, Washington, D.C., June 11, 2013.
 - ◊ INFORMS Annual Meeting 2012, Phoenix, AZ, October 15, 2012.
 - ◊ Conference on Information Systems and Technology 2012 (CIST), Phoenix, AZ, October 13, 2012.

- *Poster Talk: “A Comparative Analysis of Software Liability Policies”*
 - ◊ Science of Security Community Meeting 2012, National Harbor, MD, November 29–30, 2012.
 - ◊ Secure and Trustworthy Cyberspace Principal Investigators’ Meeting 2012, National Harbor, MD, November 27–29, 2012.

- *“Who Should be Responsible for Software Security? A Comparative Analysis of Liability Policies in Network Environments”*
 - ◊ Foster School of Business, University of Washington, Seattle, June 1, 2012.
 - ◊ NYU Stern School of Business, April 26, 2012.
 - ◊ INFORMS Annual Meeting 2011, Charlotte, NC, November 16, 2011.

- ◇ Graduate School of Business, Stanford University, October 19, 2011.
 - ◇ Naveen Jindal School of Management, University of Texas at Dallas, October 14, 2011.
 - ◇ Workshop on Economics of Information Security 2011 (WEIS), George Mason University, Fairfax, VA, June 15, 2011.
 - ◇ Paul Merage School of Business, University of California, Irvine, April 14, 2011.
 - ◇ Krannert School of Management, Purdue University, April 8, 2011.
 - ◇ Faculty Brown Bag Seminar, Rady School of Management, University of California, San Diego, November 29, 2010.
- *“The Influence of Software Process Maturity and Customer Error Reporting on Software Release and Pricing”*
 - ◇ Workshop on Information Systems and Economics 2011 (WISE), Shanghai, China, December 8, 2011. (Marius Niculescu)
 - ◇ INFORMS Annual Meeting 2011, Charlotte, NC, November 15, 2011. (Marius Niculescu)
- *“Incentives and Liability Measures for Cyber Security”*
 - ◇ School of International Relations and Pacific Studies, University of California, San Diego, IRGN 490 Cyber Security, Guest Lecture, May 17, 2012.
 - ◇ School of International Relations and Pacific Studies, University of California, San Diego, IRGN 490 Cyber Security, Guest Lecture, May 11, 2011.
- *“Control of Information Security Risk Using Economic Incentives”*
 - ◇ Inspiring Minds: A Special Evening with UCSD Faculty, La Jolla, CA, June 3, 2010.
- *“Optimal Release Time for Sequential Product Introduction”*
 - ◇ INFORMS Annual Meeting 2009, San Diego, CA, October 14, 2009. (Hyoduk Shin)
- *“Licensing Decisions and Competition for Integration and Services in Open Source Software”*
 - ◇ INFORMS Annual Meeting 2011, Charlotte, NC, November 15, 2011 (Hyoduk Shin).
 - ◇ Conference on Information Systems and Technology 2010 (CIST), Austin, TX, November 6, 2010.
 - ◇ Marshall School of Business, University of Southern California, April 30, 2010.
 - ◇ Graduate School of Management, University of California, Davis, October 28, 2009.
 - ◇ INFORMS Annual Meeting 2009, San Diego, CA, October 13, 2009.

- *“Zero-Day Attacks and Software Security Liability Policy”*
 - ◊ INFORMS Annual Meeting 2009, San Diego, CA, October 13, 2009. (Tunay Tunca)
- *“Internet Security: A Comparative Analysis of Liability Policy”*
 - ◊ Workshop on Information Systems and Economics 2008 (WISE), École nationale supérieure des télécommunications, Paris, France, December 13, 2008.
- *“Open Source Software: Incentives and the Market for Services”*
 - ◊ ITO Seminar, Rady School of Management, University of California, San Diego, December 1, 2008.
 - ◊ Product Innovation and Technology Management 2008 (PITM), Rady School of Management, University of California, San Diego, May 12, 2008.
 - ◊ Workshop on Information Systems and Economics 2007 (WISE), Desautels Faculty of Management, McGill University, December 8, 2007. (Hyoduk Shin)
- *“Let the Pirates Patch? An Economic Analysis of Software Security Patch Restrictions”*
 - ◊ Kellogg School of Management, Northwestern University, September 29, 2008.
 - ◊ Southern California OR/OM Day, Marshall School of Business, University of Southern California, May 30, 2008.
 - ◊ Rady School of Management, University of California, San Diego, February 20, 2007.
 - ◊ Harvard Business School, February 15, 2007.
 - ◊ William E. Simon Graduate School of Business, University of Rochester, February 13, 2007.
 - ◊ Robert H. Smith School of Business, University of Maryland, January 26, 2007.
 - ◊ College of Management, Georgia Tech, January 17, 2007.
 - ◊ The Wharton School, University of Pennsylvania, January 11, 2007.
 - ◊ Workshop on Information Systems and Economics 2006 (WISE), Kellogg School of Management, Northwestern University, December 9, 2006.
 - ◊ Graduate School of Business, Stanford University, OIT seminar, December 2005.
- *“Network Software Security and User Incentives”*, Media X: Visa International Panel Group, Stanford University, June 5, 2007.

Teaching Experience

- 2007 – Present, University of California, San Diego, Rady School of Management
 - ◇ MS in Business Analytics elective: *Math and Programming for Business Analytics* (2020)
 - ◇ MS in Business Analytics core: *Business Analytics Capstone Project* (2017 – 2020)
 - ◇ MS in Business Analytics core: *Business Analytics in Marketing, Finance and Operations* (operations component) (2016 – 2020)
 - ◇ MS in Business Analytics core: *Business Analytics* (2016 – 2018, 2020)
 - ◇ Full-Time MBA core: *Quantitative Analysis* (2014, 2018 – 2019)
 - ◇ Weekend FlexMBA core: *Quantitative Analysis* (2014, 2016 – 2019, 2021)
 - ◇ Evening FlexMBA core: *Quantitative Analysis* (2014, 2018)
 - ◇ Ph.D. course: *Research in Management and Technology: Economics of Security and Privacy* (2014)
 - ◇ Full-Time MBA core: *Operations, Information Systems, and Data Analysis* (2008 – 2012)
 - ◇ Weekend FlexMBA core: *Operations, Information Systems, and Data Analysis* (2009 – 2013)
 - ◇ Evening FlexMBA core: *Operations, Information Systems, and Data Analysis* (2010 – 2013)
 - ◇ Undergraduate elective: *Supply Chain and Operations Management* (2008, 2009)

- 2013 – Present, Korea University Business School
 - ◇ M.S. and Ph.D. course: *Management Science Seminar* (2013 – 2018)

Academic Service and Affiliations

- Associate Editor: *Management Science* (2015 – 2020)
- Senior Editor: *Production and Operations Management* (2015 – 2017)
- Ad Hoc Associate Editor: *Management Information Systems Quarterly*
- Reviewer: *Management Science*, *Information Systems Research*, *Operations Research*, *Management Information Systems Quarterly*, *INFORMS Journal of Computing*, *Decision Support Systems*, *Marketing Science*, *Manufacturing & Service Operations Management*, *Production and Operations Management*, *Journal of Cybersecurity*
- *Conference on Information Systems and Technology (CIST)*:
 - ◊ Conference Co-Chair (2013)
 - ◊ Program Committee (2008–2012, 2014)
 - ◊ Session Chair - *Cloud Computing* (2012)
 - ◊ Session Chair - *Pricing of IT* (2010)
- *Theory in Economics of Information Systems (TEIS)*:
 - ◊ Conference Chair (2018)
 - ◊ Discussant (2014)
- *Workshop on the Economics of Information Security (WEIS)*:
 - ◊ Conference Chair (2017)
 - ◊ Session Chair - *Security of Intermediaries* (2015)
 - ◊ Program Committee (2014–2020)
- *Workshop on Information Systems and Economics (WISE)*:
 - ◊ Session Chair - *Pricing* (2011)
 - ◊ Discussant (2011, 2012)
- *International Conference on Information Systems (ICIS)*:
 - ◊ Associate Editor (2009, 2011–2014, 2020)
 - ◊ Referee (2005–2008)
- *European Conference on Information Systems (ECIS)*:

- ◊ Associate Editor (2014)
- *Institute for Operations Research and the Management Sciences (INFORMS)*:
 - ◊ Treasurer - eBusiness Section (2013)
 - ◊ Session Chair - *IT Governance, Distribution and Licensing* (2013)
 - ◊ President - eBusiness Section (2012)
 - ◊ Session Chair - *Optimizing Release Strategies for Open Source Software, Coordinating Online Marketplaces, and Designing for the Cloud* (2012)
 - ◊ Cluster Co-Chair - eBusiness Section (2011)
 - ◊ Session Chair - *Software and Platform Management* (2011)
 - ◊ Session Chair - *The Impact of Social Networks, Contributor Incentives, and Proprietary Competitors on Open Source Development* (2009)
- National Science Foundation (NSF) Panelist, *Smart Health and Wellbeing*, 2011, Arlington, VA.
- Natural Sciences and Engineering Research Council of Canada (NSERC), Ad Hoc Reviewer.
- Blavatnik Interdisciplinary Cyber Research Center, Ad Hoc Reviewer.
- Rady School of Management, Master of Science in Business Analytics
 - ◊ Degree program proposal co-author (2014)
 - ◊ Program co-chair (2014-2015)

Media Mentions and Press Releases

- *“Rady School Professor Terry August’s Research Featured in Editor’s Cut INFORMS Series”*, *Rady School of Management*, March 2018.
- *“Protecting your data: New online collection highlights role of analytics in advancing data security”*, *INFORMS*, March 2018.
- *“Why Study Business Analytics?”*, *MasterStudies*, November 2016.
- *“42nd Faculty Excellence Awards Recognize Excellence in Teaching, Research and Service”*, *UC San Diego News Center*, March 2016.
- *“Rady School of Management at UC San Diego Launches Master of Science in Business Analytics”*, *UC San Diego News Center*, July 2015.
- *“When it comes to preventing big computer hacks, it’s all about patching the holes”*, *Los Angeles Times*, December 2014.

- “Espionage and sabotage in the virtual world”, *The Financial Times*, May 2013.
- “Rady School Professor Terry August Receives Prestigious Award from National Science Foundation”, *UC San Diego News Center*, March 2010.
- “Services Market Is Key to Open Source Software”, *Stanford Knowledgebase*, September 2009.
- “Stanford’s Pitch for Fewer Patches”, *Optimize*, February 2006.
- “Using Software Security Patches”, *Government Technology*, December 2005.
- “Stanford Business School Study Finds Strategies for Getting Users to Adopt Computer Software Security Patches”, *DM Review*, December 2005.
- “How to Encourage Security Patch Use”, *The Stanford Report*, November 2005.
- “Strategies for Getting Users to Adopt Computer Software Security Patches”, Stanford Graduate School of Business, September 2005.

Post Doctoral Scholar and Student Supervision

- MBA Program Independent Study Projects
 - ◊ Christina Littler, Rubia Jayaprakash, and Jeff Benabio, Trends in Patient Scheduling and Appointment Data, 2014.
 - ◊ Michal Paluch and Jeff Benabio, Effects of Scheduling Strategies on Customer Satisfaction, 2014.
 - ◊ Kwi Bulow and Marcella Bothwell, UCSD Diabetes Center: One Place-One Center, 2013.
 - ◊ Anna Alexiadi Smyrniotaki and Adam Evans, Optimal Windowing in the Film Industry, 2013.
 - ◊ Peter Phung, Gaurav Dular, Aungkyaw Myo, Mark Covell, and Kiltesh Patell, UCSD Health - Diabetes Clinic Operational Design, 2012.
 - ◊ Peter Phung, Sara Richardson, and Kerry Daniels, Scripps Health Emergency Department - Voice of the Customer Study, 2012.
 - ◊ Eric Norman and Jeffrey Sherin, Cost and process analysis of algal bio fuels and petroleum, 2011.
 - ◊ Thomas Del Monte, Amanda Esquivel, and Mindy Antolak, Interra Energy, Operations Model, 2011.
 - ◊ Trang Nguyen, Rady Business Journal, *Solar-Empowered Property Owners*, 2010.
 - ◊ Peter Phung and Mindy Ross, UCSD Medical Center, Improving the processing of patients, 2010.
 - ◊ Eunice Martinez, Andrea Whisnant, and James Baggerly, Liberty Woods International, Evaluate and refine the firm’s inventory management strategy, 2010.

- ◇ Germán Parra and Michael Keplinger, FitPass Network, Evaluating and implementing RFID technology, 2009.
- ◇ Arjun Rai, Cisco Systems, Inc., Rethinking and improving the failure analysis process, 2009.
- Undergraduate Research Projects
 - ◇ He Jiang, Economic Modeling of Security, 2015
 - ◇ Adam Bulow, Matlab and Java Programming & Probability Models, 2015
 - ◇ Mengyi Gao, Computation and Optimization, 2013
 - ◇ Jason Chung, Computation and Optimization, 2012
 - ◇ Duy Dao and Steven Borunda, Computation, Optimization, Data Collection and Analysis, 2011
- Doctoral Committee Member
 - ◇ Vikram Jambulapati, UCSD, Economics, In Progress
 - ◇ Junghee Lee, UCSD, Rady School of Management, 2018
 - ◇ Duy Dao, UCSD, Rady School of Management, 2017
 - ◇ Danny Huang, UCSD, Computer Science and Engineering, 2017
 - ◇ Wei Chen, UCSD, Rady School of Management, 2015
 - ◇ Coby Morvinski, UCSD, Rady School of Management, 2015
 - ◇ Ben Backes, UCSD, Economics, 2012
- Doctoral Student Adviser
 - ◇ Duy Dao, UCSD, Rady School of Management, 2013-2017
 - ◇ Coby Morvinski, UCSD, Rady School of Management, 2011-2013
 - ◇ Shengwei Wang, UCSD, Rady School of Management, 2010-2011
- Post Doctoral Research Scholar
 - ◇ Zach Zhou, 2010-2011
- TMC Marshall Mentor Program - provide mentoring and support to undergraduate transfer students
 - ◇ Karishma Kumar, 2014-2015
 - ◇ Niki Mahurin, 2013-2014
 - ◇ Kenni Chen, 2012-2013
 - ◇ Victoria Chau, 2011-2012
 - ◇ Chad Houghton and Jason Chun, 2010-2011
 - ◇ Theresa Dinh, 2009-2010

◇ Brandon Connors, Andres Gallardo, and Nelson Valdivia, 2008-2009

Professional Experience

- 2002 – 2012, *Co-Founder*, Nativact, LLC. Fremont, CA
Co-Founded Nativact, LLC which provides professional service and information technology solutions. Clients included Time Warner Cable and Honeywell International.
- 2000 – 2002, *Project Manager / Senior Software Engineer*, QuickBlocks, Inc. Piscataway, NJ
Worked primarily as a project manager and a senior software engineer for a small Internet consulting group. Consultant work included development for the e-Business group of Honeywell's Global Business Services and the IT division of Glaxo Smith Kline. Internal work included lead software engineering of QuickBlocks, an enterprise application for corporate content management, and project management of product development. Internal work also included system administration of application servers and web servers in both Windows and UNIX environments.
- 1998 – 2000, *Scientist II*, The Clorox Services Company Pleasanton, CA
Worked in the Research & Development department of the Brita Products group.
Responsibilities included design, quality control, and plant start-up/implementation. Design work involved writing specifications and test methods for product components, contracting outside vendors to fabricate test equipment, and validating final product design. Quality control work included sourcing raw material suppliers, determining supplier capability using standard SPC methods, visiting supplier plants, and addressing component quality issues with plant QC workers. Plant start-up/implementation responsibilities included determining the capability of assembly line ultrasonic welds, specifying parameters and equipment for automated quality control test station units, and training plant QC on product test methods. As the lead on Technical Transfer, worked with R&D, commercialization teams, vendors, and the Faucet Mount production plant to move the project out of R&D and into production.
- 1996 – 1998, *Engineering School Computer Analyst*, Vanderbilt University Nashville, TN
- 1995, *Assistant Network Administrator*, Salisbury State University Salisbury, MD
- 1994 – 1995, *Hardware Technician*, Vanderbilt University Nashville, TN