

PATRICK J. STEVENS, PHD

🏠 Madison, WI 53702

✉ Patjstev15@gmail.com

☎ (608) 333-3333

SUMMARY

Experienced adjunct business instructor with expertise in operations management, marketing, human resources, and entrepreneurship. Focused on creating welcoming learning environments for diverse student populations and engaging students in developing leadership and critical thinking skills to succeed in a dynamic business environment.

EDUCATION

PhD Management, Specialization in Finance

Walden University | Minneapolis, Minnesota

2020

Master of Business Administration

Kaplan University | Davenport, Iowa

2008

Bachelor of Arts, Human Resources Management

Rollins College | Winter Park, FL

2000

TEACHING EXPERIENCE

Adjunct Instructor of Business

Global University | Madison, WI

2012 - Present

- Teach in-person and online courses to undergraduate students in Adult Advantage Associate Degree and Bachelor Degree programs. Course topics include business, management, and human resources. Received average course evaluation scores of 3.9/4.0.
- Serve on the Quality Enhancement Program Committee, working to improve the academic quality of Global's business programs.

Adjunct Instructor of Business

Tallahassee Community College | Tallahassee, FL

2009 - Present

- Teach online courses in the Learning on Demand program using the Blackboard platform.
- Developed a new Human Resource Management course for the Learning on Demand program.

Adjunct Instructor of Business

Global University | Madison, WI

2010 - 2012

- Taught in-person courses in Adult Advantage Associate Degree and Bachelor Degree programs. Promoted to full-time instructor position.

COURSES TAUGHT

Undergraduate Courses:

- Systems Approach to Organizational Change
- Management Issues
- International Business Management
- Policy & Strategy
- Introduction to Business
- Human Resource Management
- Environment of Human Resource Management
- Developing and Evaluating Employees
- Employee Compensation
- Employee Relations

BUSINESS EXPERIENCE

Associate Director of Sales Operations

Sea Retail | Madison, WI

2008 - Present

- Supervise 5 team leads and 22 sales associates to provide leadership in customer service resulting in increased customer retention.
- Manage the customer service area and optimize training opportunities resulting in increased customer service satisfaction scores.
- Supervise cash functions to lower loss by 20% from the previous year.
- Perform routine store audits for district and corporate compliance standards and regulations.

Treasury Supervisor

Al-Anon | Davenport, IA

2004 - 2008

- Supervised all accounting functions within the organization in the Departments of Income, Disbursements, and Internal Audits.
- Trained internal auditor on all corporate monthly tax payments.
- Completed yearly external certified audits and the yearly workers compensation audit.
- Improved payroll functions to lower payroll expenses by 30%.
- Wrote programs and carried out actions to increase corporate solvency by 15%.
- Supervised and controlled accounting function software Quickbooks.
- Assisted in the middle management functions of controlling all weekly financial planning activities and made recommendations to upper management on weekly spending actions.

INFORMAL TEACHING ACTIVITIES

Professional Tutor

Scott Community College | Davenport, IA

2006 - 2008

- Tutored student population in mathematics and statistics
- Guided students on the use of adaptive technologies.
- Volunteered as the Campus Advisor.
- Promoted and administered Student Support and TRIO Services.
- Teaching assistant for an Intermediate Algebra course.

Teaching Assistant & Student Mentor

Kaplan University Graduate School of Management | Davenport, IA

2006 - 2008

- Teaching Assistant with Dr. Madeline Freeman in Kaplan University’s Graduate School of Management Online program in the Foundations of Graduate Learning course.
- Advised and mentored new graduate students, provided feedback, and guidance during their first term experience.

COMMUNITY SERVICE

We Care About Kids Program	2010 - Present
Davenport Chamber of Commerce	2005 - 2006
Scott County Arts Council	2003 - 2004
Davenport Lions Club	2002 - 2003

UNIVERSITY SERVICE

President Global University - Quality Enhancement Program	2011 - Present
Co-founder and President Kaplan University Student Ambassador and Leaders Organization	2006 - 2008
Advisor Fellowship of Christian Athletes	1999 - 2000
Advisor Black Student Union	1999 - 2000

CERTIFICATION

Microsoft Office User Specialist (MOUS) Certification Microsoft	2011
---	------

PUBLICATION

Stevens, P. (2015). "A study of online learning communities and knowledge retention." *International Leadership Journal*, 4(2). pp. 12-18.

PROFESSIONAL AFFILIATIONS

Member Finance Education Association	2010 - Present
Member American Finance Association	2010 - Present
Member United States Distance Learning Association	2008 - Present
Member Phi Beta Lambda	2008 - Present

PROFESSIONAL PRESENTATIONS

Stevens, P. (2015). *A study of online learning communities and knowledge retention*. A paper presentation at the Distance Learning Association conference. June 2015.

Stevens, P. (2012). *Community building in online universities*. A paper presentation at the Distance Learning Association conference. June 2012.