

Carlos Ferran

Director of Accreditation and Assessment (Associate Dean Equivalent)

Full Professor of Accounting and Management Information Systems

Governors State University

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Dr. Ferran is the Director of Accreditation and Assessment (equivalent to Associate Dean) and a Full Professor of Accounting and Management Information Systems (MIS) at the College of Business of Governors State University. He has been there since 2010. He taught at Pennsylvania State University and Rochester Institute of Technology. Dr. Ferran obtained his doctoral degree in Business Administration (MIS) from Boston University. He is a Certified Management Accountant (CMA) and Certified in Strategy and Competitive Analysis (CSCA). Before entering Academia, he was the Chief Information Officer (CIO) at a major financial institution in Venezuela, a Director of a Software Development Co., a planning and financial analyst in the Venezuelan oil industry, and a manager and developer of banking and accounting applications at a software company. His professional career started developing accounting applications for the Apple II. He earned the Venezuelan Academic Excellence Award *Antonio José de Sucre* and the *Fundación Gran Mariscal de Ayacucho* scholarship.

Dr. Ferran has published 15 peer-reviewed articles, five peer-reviewed book chapters, and 18 peer-reviewed conference proceedings. He authored a book and co-edited an academic book on Global ERP. His paper titled *Videoconferencing in the field: A Heuristic Processing Model* was published in *Management Science* and was cited in over 150 news outlets on the first 60 days following its publication and his conference proceeding titled *Teams or Communities? Organizational structures for knowledge management* has been cited in over a hundred academic articles. He has also presented at numerous national and international conferences where four of his presentations have won the Best Paper Award. He is a member of the advisory board of five international journals and the founding editor-in-chief of RELCASI –a journal of the AIS–. He chaired tracks in AMCIS between 2009 and 2016. Dr. Ferran is the co-chair of AMCIS 2019, Past-President of the Latin American and Caribbean Association for Information Systems (LACAIS), and of the Accounting Information Systems SIG of the AIS (SIGASYS). Dr. Ferran is a peer reviewer for the Higher Learning Commission, ABET, MERLOT, and QM.

Dr. Ferran has fully developed over 20 high-quality online courses. He has also taught and given academic lectures in English and Spanish at universities in Argentina, China, Colombia, Costa Rica, Mexico, Spain, United States, and Venezuela. He speaks English and Spanish fluently and can have a conversation in French. Dr. Ferran is a Knight of the Sovereign Military Hospitaller Order of St John of Jerusalem, of Rhodes, and of Malta.

Education

- Doctor of Business Administration
Major in Management Information Systems. Minors in Strategy and Methodology
Boston University, MA, USA (2000)
- Master in Finance (Cum Laude)
Universidad Metropolitana, Caracas, Venezuela (1991)
- Postgraduate degree in Management Information Systems
Universidad Central de Venezuela, Caracas, Venezuela (1994)
- Licenciante (BS) in Management Science (Minor in Banking and Finance)
Universidad Metropolitana, Caracas, Venezuela (1990)

- Four years of study in Electrical Engineering (5 years required for degree)
Universidad Central de Venezuela, Caracas, Venezuela (1983-1985)
Universidad Metropolitana, Caracas, Venezuela (1985-1987)

Professional Certifications

- Certified Management Accountant (CMA), IMA, 2012
- Certified in Strategy and Competitive Analysis (CSCA), IMA, 2017.
- Teaching Online Certificate, QM, 2020

Peer-reviewed journal publications

- Ferran, Carlos; Alanís González, Macedonio; Esteves, Jose; Gómez Reynoso, Juan M.; and Guzman, Indira (2019). AMCIS 2017 Panel Report: Experiences in Online Education, *Communications of the Association for Information Systems*, 45.
- Saunders, Carol; Brown, Susan A.; Bygstad, Bendik; Dennis, Alan R.; Ferran, Carlos; Galletta, Dennis; Liang, Ting-Peng; Lowry, Paul Benjamin; Recker, Jan; and Sarker, Suprateek (2017). Goals, Values, and Expectations of the AIS Family of Journals, *Journal of the Association for Information Systems*, 18(9), pp 633-647.
- Saunders, Carol; Brown, Susan A.; Bygstad, Bendik; Dennis, Alan R.; Ferran, Carlos; Galletta, Dennis; Liang, Ting-Peng; Lowry, Paul Benjamin; Recker, Jan; and Sarker, Suprateek (2017). Goals, Values, and Expectations of the AIS Family of Journals, *Communications of the Association for Information Systems*, 41, pp 334-348.
- Ferran, C. & Salim, R. (2016). Logical Friction: Some Lessons from the Automotive Industry to the Software Industry. *ARP Journal of Systems and Software*, 6(1), 8-13.
- Zhao, J., & Ferran, C. (2016). Business school accreditation in the changing global marketplace: a comparative study of the agencies and their competitive strategies. *Journal of International Education in Business*, 9(1), 52-69.
- Salim, R. & Ferran, C. (2014). Accounting Server: Automatically Generating Accounting Transactions from Business Modules. *Journal of Applied Financial Research*, Vol II, pp 20-27.
- Ferran, C., & Salim, R. (2013). Infoenergy: Technology for Replacing Massive Degradation with Speedier (Cleaner) Energy. *International Journal of Energy Economics and Policy*, 3 (4), pp 447-458.
- Ferran, C., & Salim, R. (2012). Distributed Cognition Supported by Information Technology Can Help Solve the Knowledge Management Bottleneck. *Academy of Business Research Journal*, IV, pp 32-54.
- Ferran, C., & Watts, S. (2008). Videoconferencing in the field: A Heuristic Processing Model. *Management Science*, 54(9), 1565-1578.
- Ferran, C., & Ferran, B. (2008). El Análisis Regional Frente al Avance Tecnológico y la Redistribución Espacial de Actividades Económicas. *Revista BCV XXII*(1), 137-162.
- Ferran, C., & Salim, R. (2008). Fragilidad Pragmática: ¿Las Tecnologías de la Información reducen el subdesarrollo o se adaptan a él? *Economía*, XXXIII(25), 13-45.
- Ferran, C. (2005). Las Estrategias de Contratación. *Revista BCV XIX*(1).
- Ferran, C., & Salim, R. (2004). IAC Accounting Data Model: A better data structure for computerized accounting systems. *Review of Business Information Systems* 8(4).
- Ferran, C., & Salim, R. (2003). The Internet and the Digital Divide. *Asian Information-Science-Life*, 2(1).
- Ferrán-Urdaneta, C. (2001). Endnote: Using technology to keep track of references. *Communications of the Association for Information Systems*, 7(19).

Peer-reviewed book chapters

- Salim, R., & Ferran, C. (2008). The Current Bottleneck of Knowledge Management and How Information Technology Can Be Successfully Used to Reduce it. In M. D. Lytras, M. Russ & R. Maier (Eds.), *Knowledge Management Strategies: A Handbook of Applied Technologies*. Hershey, PA: IGI-Global.
- Ferran, C., & Salim, R. (2008). The Future of ERP and Enterprise Resource Management Systems. In C. Ferran & R. Salim (Eds.), *Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges* (pp. 328-348). Hershey, PA: IGI-Global.
- Salim, R., & Ferran, C. (2008). From Ledgers to ERP. In C. Ferran & R. Salim (Eds.), *Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges* (pp. 1-22). Hershey, PA: IGI-Global.
- Ferran, C., & Salim, R. (2008). Electronic Business in developing countries: The digitalization of bad practices? In F. B. Tan (Ed.), *Global Information Technologies: Concepts, Methodologies, Tools, and Applications* (pp. 3062-3090). Hershey, PA: Information Science Reference.
- Ferran, C., & Salim, R. (2005). Electronic Business in developing countries: The digitalization of bad practices? In S. Kamel (Ed.), *Business in Developing Countries: Opportunities and Challenges*.

Peer-reviewed proceedings

- Ferran, C. et al. (2017). *Online Education: A topic at the Heart of MIS (Panel)*. In proceedings of the Americas Conference on Information Systems (AMCIS 2017), Boston, MA.
- Zhao, J., & Ferran, C. (2015). *Business School Accreditation: Accrediting Agencies, its Value, and its Hurdles*. In proceedings of the Academy of Business Research Conference in Indianapolis, IN
- Ferran, C. (2014). *MOOCs Will Not Replace Traditional Academia*. In proceedings of the Academy of Business Research Conference in San Antonio, TX
- Ferran, C. (2013). *Is Educating and Assessing Through Computer Simulations and Gamification Gender Biased?* In proceedings of the Academy of Business Research Conference in San Antonio, TX
- Ferran, C. (2012). *Reengineering Business Education*. In proceedings of the Academy of Business Research Conference in Atlantic City, NJ.
- Ferran, C. & Salim, R. (2012). *Distributed Cognition Supported by Information Technology Can Help Solve the Knowledge Management Bottleneck*. In proceedings of the Academy of Business Research Conference in Atlantic City, NJ.
- Salim, R., & Ferran, C. (2008). *Business Ethics and Information Systems: The Pragmatic Fragility of Corporate Social Responsibility*. In proceedings of the 15th Annual International Conference: Promoting Business Ethics, NYC, NY.
- Salim, R. & Ferran, C. (2006). *ERMS: The next generation of ERPs, for short term management and highly unpredictable environments*. In proceedings of the 2006 BALAS Annual Conference, Lima, Peru.
- Salim, R. & Ferran, C. (2006) *ERMS: Evolución de los ERP Hacia la Gerencia del Corto Plazo en Entornos Económicos Poco Predecibles*. In proceedings of the Americas Conference on Information Systems (AMCIS 2006), Acapulco, Mexico.
- Salim, R., & Ferran, C. (2004). *Pragmatic Fragility of Information Technology in Latin America: Case studies*. In proceedings of the Americas Conference on Information Systems (AMCIS 2004), NYC, NY.

- Salim, R., & Ferran, C. (2004). *The IAC Accounting Data Model: Eliminating Redundancies for a Consistent Accounting System*. In proceedings of the 12th Academy of Business & Administrative Sciences (ABAS) International Conference, Tallinn, Estonia.
- Salim K., R. and Ferran-Urdaneta, C. (2002). *The Internet and the Digital Divide*. In proceedings of the First International Conference on Information and Management Sciences (IMS2002), Xi'An, China.
- Ferrán-Urdaneta, C. (2001). *Endnote: Keeping Track of References*. In proceedings of the Americas Conference on Information Systems (AMCIS 2001), Boston, MA.
- Salim K., R., & Ferrán-Urdaneta, C. (2001). *Neither a perpetuum mobile nor a perfect software: Sincerity in the relationship between the manufacturer and the client with respect to software defects*. In proceedings of the 5th World Multi-Conference on Systemics, Cybernetics and Informatics (SCI'01/ISAS'01), Orlando, FL.
- Ferrán-Urdaneta, C. (1999). *Teams or Communities? Organizational structures for knowledge management*. In proceedings of the ACM Computer Personnel Research 1999 conference (SIGCPR'99), New Orleans, Louisiana.
- Ferrán-Urdaneta, C., & Storck, J. (1997). *Truth or Deception: The Impact of Videoconferencing for Job Interviews*. In proceedings of the Eighteenth International Conference on Information Systems (ICIS 97), Atlanta, Georgia.
- Ferrán-Urdaneta, C., & Lenard, M. L. (1997). *An Object-Oriented Approach to Banking Information Systems*. In proceedings of the World Multiconference on Systemics, Cybernetics and Informatics (SCI '97/ISAS '97), Caracas, Venezuela.
- Salim K., R., & Ferrán-Urdaneta, C. (1997). *Infoenergetic Systems*. In proceedings of the World Multiconference on Systemics, Cybernetics and Informatics (SCI'97/ISAS '97), Venezuela.

Books

- Ferran, C., & Salim, R. (Eds.). (2008). *Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges*. Hershey, PA: IGI-Global.
- Ferrán Urdaneta, C. (1993). *Fondos de ahorro: conceptualización y administración de la cartera de inversión*. Caracas: Academia Nacional de Ciencias Económicas, Venezuela.

Other publications

- Ferran, C. (2013-2008). Editorial. *RELCASI*, 6(1); 5(1); 4(1); 3(1); 2(1); & 1(1).
- Ferran, C. (2012). *Why should you invest in an MBA?* Daily Herald, August 6, Chicago, IL.
- Ferran, C. (2008). The Digital Divide. *Central America Today*, 2(7).
- Ferran, C., & Salim, R. (2007) Garderners +. Case included in textbook *Management Information Systems* by Effy Oz, Course Technology.
- Ferran, C. (2007). The Status of ERP in Central America. *Central America Today*, 1(3).

Professional presentations

- 4th Conference on Information Systems in Latin America (ISLA), Virtual (2020). *Panel: Distance education and Covid19*.
- Americas Conference on Information Systems (AMCIS), Virtual (2020). *Workshop: Crash Course on Applying Standards for Building High-Quality Online Courses*.
- Americas Conference on Information Systems (AMCIS), Boston, MA (2017). *Panel: Experiences in Online Education*.

AACSB Assessment Conference: Driving Accountability and Innovation, Charlotte, NC (2016), *Leveraging Simulation-Based Assessments to Build a More Effective AoL System.*

Academy of Business Research Conference (ABR), Indianapolis, IN (2015). *Business School Accreditation: Accrediting Agencies, its Value, and its Hurdles.*

XXIV Reunión Nacional de Directivos de Escuelas y Facultades de Informática y Computación (ANIEI), México DF, México (2015). *Transmisión de conocimiento mediada por tecnología.* Keynote presentation.

Universidad Juárez Autónoma de Tabasco, Tabasco, México (2015). *Rightsourcing y otros temas de MIS*

Academy of Business Research Conference (ABR), San Antonio, TX (2014). *MOOCs Will Not Replace Traditional Academia*

Academy of Business Research Conference (ABR), San Antonio, TX (2013). *Is Educating and Assessing Through Computer Simulations and Gamification Gender Biased?*

University of Illinois Faculty Summer Institute, Urbana, IL (2013). *Large-Section Classes: Value-adding or Profit Making?*

University of Illinois Faculty Summer Institute, Urbana, IL (2013). *Creating Narrated and Interactive Presentations from PowerPoint using Adobe Presenter.*

Academy of Business Research Conference (ABR), Atlantic City, NJ (2012). *Reengineering Business Education.*

Academy of Business Research Conference (ABR), Atlantic City, NJ (2012). *Distributed Cognition Supported by Information Technology Can Help Solve the Knowledge Management Bottleneck.*

Americas Conference on Information Systems (AMCIS), Seattle, WA (2012). *The Expectations for Faculty in Latin America.*

University of Illinois Faculty Summer Institute, Urbana, IL (2012). *Narrated Presentations using Adobe Presenter.*

Americas Conference on Information Systems (AMCIS), Lima, Peru (2010). *Publishing IS Research in and about Latin America.*

1st annual Pre-ICIS Workshop on Accounting Information Systems, Phoenix, AZ (2009). *The Items-Agent-Cash Accounting Data Model or Making Drastic Change To Assure That Accounting Tradition Persist.*

Instituto Tecnológico y de Estudios Superiores de Occidente, Universidad Jesuita de Guadalajara, Guadalajara, México (September 2009) *Enterprise Resource Planning Systems (ERP).*

Instituto Tecnológico y de Estudios Superiores de Occidente, Universidad Jesuita de Guadalajara, Guadalajara, México (September 2009) *Outsourcing and Offshoring.*

Americas Conference on Information Systems (AMCIS), San Francisco, CA (August 2009). *The basic/required MIS course in MBA programs taught in Latin-America (Panel).*

15th Annual International Conference: Promoting Business Ethics, NYC, NY (2008). *Business Ethics and Information Systems: The Pragmatic Fragility of Corporate Social Responsibility.*

Discussant at the VIII International Research Symposium on Accounting Information Systems 2007, Montreal, Canada.

IESA. Caracas, Venezuela (August 2007). *ERMS.*

BALAS Annual Conference, San Jose, Costa Rica (April 2007) *Doctoral Student Consortium.*

Banco Central de Venezuela. Caracas, Venezuela (March 2007). *Videoconferencing.*

Universidad de los Andes. Merida, Venezuela (March 2007). *Videoconferencing.*

Discussant at the VII International Research Symposium on Accounting Information Systems, Milwaukee, USA (December 2006).

BALAS Annual Conference, Lima, Peru (April 2006) *ERMS: The next generation of ERPs, for short term management and highly unpredictable environments.*

Americas Conference on Information Systems (AMCIS), Mexico (August 2006). *ERMS: Evolución de los ERP Hacia la Gerencia del Corto Plazo en Entornos Económicos Poco Predecibles.*

Banco Central de Venezuela. Caracas, Venezuela (January 2005). *Rightsourcing.*

Discussant at the VI International Research Symposium on Accounting Information Systems 2005, Las Vegas, USA.

Americas Conference on Information Systems (AMCIS), NYC, NY (August 2004). *Pragmatic Fragility of Information Technology in Latin America: Case studies.*

12th Academy of Business & Administrative Sciences (ABAS) International Conference, Tallinn, Estonia (July 2004). *The IAC Accounting Data Model: Eliminating Redundancies for a Consistent Accounting System.*

International Applied Business Research Conference, San Juan, Puerto Rico (February 2004). *IAC Accounting Data Model: A route to a non-redundant and therefore consistent accounting system.*

First International Conference on Information and Management Sciences (IMS2002), Xi'An, China. (May 2002). *The Internet and the Digital Divide.*

Jiaotong University, Xi'An, China. (May 2002). *RightSourcing.*

Americas Conference on Information Systems (AMCIS 2001), Boston, MA (August 2001). *Endnote: Keeping Track of References.*

5th World Multi-Conference on Systemics, Cybernetics and Informatics (SCI'01/ISAS'01), Orlando, FL (July 2001). *Neither a perpetuum mobile nor a perfect software: Sincerity in the relationship between the manufacturer and the client with respect to software defects.*

ACM Computer Personnel Research Conference 1999, (SIGCPR'99), New Orleans, Louisiana. *Teams or Communities? Organizational structures for knowledge management.*

Teaching experience (face-to-Face & Online)

- Accounting
 - ACCT2110 Financial Accounting, ACCTG512 Financial Accounting, ACCT2111 Managerial Accounting, ACCT3111 Cost Accounting I, & ACCT7101 Strategic Accounting
- Management Information Systems
 - MIS7401 Database Development and Applications, MIS3401 Business Information Retrieval & Database Management, MIS370 Management Information Systems, MIS531 Management Information Systems, BUSAD537 Management Information Systems, & IS825 Computer Applications for Managers
- Strategy
 - MGMT8900 Strategic Management in a Global Context, MGMT849 Business Policy and Strategy, MGMT469 Business Policy, AMBA670 Managing Strategy in the Global Marketplace, & MGMT571 Strategic Management (MBA Capstone),

Editorial board membership

- RELCASI, Revista Latinoamericana y del Caribe de la Asociación de Sistemas de Información (Latin-American and Caribbean Journal of the Association for Information Systems) Former Editor-in-Chief

- International Journal of Electronic Banking
- Revista Economía

Work experience

- Director of Accreditation and Assessment (Associate Dean Equivalent)
(Governors State University, IL, USA, 2019-Present)
- Full Professor of Accounting and Management Information Systems
(Governors State University, IL, USA, 2017-Present)
- Associate Professor of Accounting and Management Information Systems
(Governors State University, IL, USA, 2013-2017)
- Assistant Professor of Management Information Systems
(Governors State University, IL, USA, 2010 – 2013; Pennsylvania State University, PA, USA, 2003 – 2010; & Rochester Institute of Technology, NY, USA, 2000 – 2003)
- Visiting Professor
(Universidad Ramon Llull [Barcelona Campus])
- Adjunct Professor of Strategy
(University of Maryland University College, MA, USA, 2010 – 2012)
- Research Assistant
(Systems Research Center, Boston University, MA, USA, 1996 – 2000)
- Chief Information Office (CIO)
(Vencred, S.A. (Financial institution), Caracas, Venezuela, 1992 – 1994)
- Planning and financial analyst
(Corpoven, S.A. filial de PDVSA (Oil industry), Caracas, Venezuela, 1991 – 1992)
- Director
(Organización Simplex, CA. (Software development), Caracas, Venezuela, 1987 – 2007)
- Financial products manager
(Tercer Medio, C.A. (Software development), Caracas, Venezuela, 1981 – 1987)
- Systems Manager
(United Nations International School, NYC, USA, 1980 – 1981)

Consulting experience

- Venezuelan Federal Reserve
- Venezuelan National Academy of Economic Sciences
- Cautus Networks Corporation, FL, USA.
- Software de Venezuela, S.A., Caracas, Venezuela.
- Maraven, S.A. subsidiary of PDVSA (Oil industry)
- Oster de Venezuela, S.A. Subsidiary of Sunbeam Corp.
- USFeed Grain Council
- USMeats
- American Soybean Association
- Inelectra, S.A.
- StratPlan, (Financial Strategy Consultants)
- Comité Organizador de los Juegos Panamericanos (COPAN)
- Comité Organizador de los Juegos Bolivarianos (COBOL)

University service

Governors State University

- University Personnel Committee (UPC), 2014-2016; 2017-2020; Chair 15-16 & 18-20
- Strategy 2025 Committee 2018-Present
- Strategy 2025 **Executive Steering Committee** 2021-Present
- Committee on Assessment of Student Learning Outcomes (CASLO), 2010-Present
- Strategic Enrollment Management (SEM) **Executive Leadership** Team (ELT), 2020-Present
- Undergraduate Student Admission Planning Committee, 2020-Present
- Academic Program Review Committee (APRC), 2019-Present
- Academic Program Elimination Review Committee, 2014-2017 (Chair); 2019-Present
- Academic Master Plan Advisory Committee (AMPAC), 2010-2019
- Hispanic Undergraduate Recruitment Committee, 2020-Present
- Sabbatical Committee, 2018-2019; 2019-2020 (Chair)
- University Planning & Budget Advisory Council (PBAC), 2017-Present
- PBAC Technology Advisory Committee (TAC), 2018-Present
- Online Course Development Advisor, Support, and Reviewer, 2018-Present
- Board of Trustees Finance & Budget Committee, 2018-2020
- Open Access Policy Committee, 2017-Present
- Open Access Taskforce, 2014-2015
- University Portfolio Management Trainer, 2019-Present
- University Curriculum Committee, 2012-2014
- GSU HLC Accreditation Steering Committee, 2015-2016; 2017-Present
- GSU HLC Criterion One Sub-Committee, 2019-2020 (Chair); GSU HLC Criterion Three Sub-Committee, 2019-2020
- University Excellence Awards Committee, 2016 & 2021 (Chair both times)
- University Educational Policies, Fall 2014
- UPI Local 4100 GSU Chapter Executive Committee (Unit A Vice-President), 2012-2018
- UPI Local 4100 GSU Chapter House of Representatives, 2012-Present
- UPI IFT/AFT Convention Delegate, 2012-Present
- UPI – GSU Contract Negotiations Committee, 2015-2016 & 2018-2019
- Higher Learning Commission Assessment Academy, 2010-2014
- Blackboard Beta Testing team, 2011
- Panelist: Summer Faculty Institute, 2011
- Panelist: GSU New Faculty Orientation, 2011
- ACS labs/smart classrooms Software Taskforce, 2010-2015

Governors State University – College of Business

- Director of Accreditation and Assessment, 2019-Present
- Online Education and Assurance of Learning Coordinator, 2014-2019
- Online Programs Coordinator, 2018-2019
- Online Course Development Advisor, Support, and Reviewer, 2017-Present
- Assurance of Learning Committee, 2012-2016; 2017-Present (Co-Chair until 2019)
- Curriculum Committee, 2012-2016; 2017-Present
- Strategic Management Committee, 2010-2016; 2017-Present
- College Grievance Committee, 2014-2016
- Online MBA Executive taskforce, 2011-2014

- Curriculum and Assurance of Learning Committee, 2010-2012, (Co-Chair)
- SAP Team, 2011-2012
- Online MBA Committee, 2011-2014, (Co-Chair)
- Develop College Assurance of Learning Plan, 2011
- Develop CBPA Program Learning Outcomes – Course Learning Goal Mapping System, 2011
- Co-Chair College Mission & Vision Taskforce (Strategic Management Committee), 2010
- Co-Chair Assurance of Learning Committee, 2010
- Undergraduate Writing and Oral Communication Assessment Taskforce, Summer 2010

Governors State University – Accounting, Finance, and MIS Division

- Accounting Curriculum Committee, 2010-2016; 2017-Present
- Management Information Systems Curriculum Committee, 2010-2016; 2017-Present

Professional service

- Co-Chair, Americas Conference on Information Systems (AMCIS) 2019
- Society for Information Management (SIM) Academic Council, 2018-Present
- AMCIS Executive Council, 2015-2020
- Editor-in-Chief, RELCASI, 2007-2018
- Higher Learning Commission Peer Reviewer Corps, 2014-Present
- Higher Learning Commission Specialized Peer Reviewer Corps, 2019-Present
- ABET Peer Reviewer, 2016-Present
- QM Peer Reviewer, 2018-Present
- Blackboard Exemplary Courses Peer Reviewer, 2019-Present
- MERLOT Reviewer, 2017-Present
- Association for Information Systems Publications Committee 2011-2018
- AMCIS-SIG task force 2015-2016
- Association for Information Systems Accounting Information Systems SIG (SIGASYS)
Past-President, 2016-2018; President, 2014-2016; President Elect, 2013; Vice-President of Meetings & Conferences, 2009-2010; & AMCIS Representative, 2008-2009
- Latin American and Caribbean Association for Information Systems (LACAIS)
Past-President, 2016-Present; President, 2012-2016; Vice-President of Publications, 2008-2012; Committee Member for promoting MIS education in Latin-America; Special Taskforce Member to design a Multi-Institution Doctoral program in MIS; & Chair committee for the creation of RELCASI, the first academic journal in MIS written in Spanish
- Chair 2nd Pre-ICIS Workshop in Accounting Information Systems (Saint Louis, MO, 2010)
- Chair 1st Pre-ICIS Workshop in Accounting Information Systems (Phoenix, AZ, 2009)
- AMCIS Accounting Information Systems Track Chair
2015, Puerto Rico, USA; 2014, Savannah, USA; 2013, Chicago, USA; 2012, Seattle, USA; 2011, Detroit, USA; 2010, Lima, Peru; & 2009, San Francisco, USA.
- BALAS ITS Track Chair
2013, Lima, Peru; 2012, Rio de Janeiro, Brazil; 2010, Barcelona, Spain; 2009, Guadalajara, Mexico; 2008, Bogota, Colombia; & 2007, San Jose, Costa Rica.
- AMCIS Spanish and Portuguese Track Chair
2016, San Diego, USA; 2015, Puerto Rico; 2014, Savannah, USA; 2013, Chicago, USA; 2012, Seattle, USA; & 2011, Detroit, USA.
- Doctoral Student Consortium, BALAS 2007, San Jose, Costa Rica
- Doctoral Thesis Advisor, Universitat Autònoma de Barcelona, Spain

- Peer reviewing and Editorial board membership (see above)

Community service

- Higher Learning Commission President's Reauthorization Advisory Council, 2013-2015
- Notary Public, State of Illinois, 2011- 2015
- Notary Public, Commonwealth of Pennsylvania, 2005-2010
- Advisor to the Venezuelan Federal Reserve, 2004 – 2012
- Advisor to the Venezuelan National Academy of Economic Sciences, 2003 – 2007

Awards

- 2020 Service Award College of Business
- 2015 Excellence Award Governors State University
- 2015 Governors State University College of Business and Public Administration Producer of the Year Award
- Best Paper Award Academy of Business Research Conference (ABR): Indianapolis, IN (2015), San Antonio, TX (2014), & San Antonio, TX (2013)
- AIS March 2010 Volunteer of the Month, ICIS 2010, St. Louis, MO., USA
- Best Paper Award at the International Applied Business Research Conference, San Juan, Puerto Rico, February 2004
- Member of the International Business Honor Society: Beta Gamma Sigma
- Member of the International Business Honor Society: Delta Mu Delta
- Member of the International Computing and Information Disciplines Society: Upsilon Pi
- Fannie Mae Peer-reviewed Scholarship for paper presented at ACM SIGCPR'99, New Orleans, Louisiana. 1999
- Scholarship from "Fundación Gran Mariscal de Ayacucho", Caracas, Venezuela. 1992
- Academic Excellence Award "Antonio José de Sucre", Caracas, Venezuela. 1992
- Cum-Laude for the degree of Magister in Finance, Universidad Metropolitana, Caracas, Venezuela. 1991
- Mention of Honor for the Dissertation to opt to the title of Magister in Finance, Universidad Metropolitana, Caracas, Venezuela. 1991
- Award on the Venezuelan National Mathematical Olympics (member of the National Math Team), Caracas, Venezuela. 1982
- First Prize in the National Contest for Nativity Story-tales, FAPREC, Venezuela, 1978

Membership in professional and learned societies

- Association for Information Systems (AIS)
- Institute of Management Accountants (IMA)
- Latin American and Caribbean Association for Information Systems (LACAIS)
- The Business Association of Latin American Studies (BALAS)
- Beta Gamma Sigma International Business Honor Society
- Delta Mu Delta International Honor Society in Business (Honorary Inductee)
- Upsilon Pi Epsilon Computer Science Honor Society
- Association for Computing Machinery (ACM)
- Academy of Management

Sample of Seminars and Workshops Attended

- AACSB Mentor training, San Antonio, TX, 2019
- MERLOT Peer-reviewer training, online, 2019
- Higher Learning Commission (HLC) Specialized Corps Training, Chicago, IL, 2019
- QM Workshops [Applying the QM Rubric Online Facilitator Certification (AOF), Peer Reviewer Course (PRC), Exploring Your Institution's Policies (EYIP), Connecting Learning Theories to Your Teaching Strategies (CLTTS), Evaluating Your Course Design (EYCD), Improving Your Online Course (IYOC), Assessing Your Learners (AYL), Creating Presence in Your Online Course (CPOC), Orienting Your Online Learners (OYOL), Gauging Your Technology Skills (GYTS), Applying the QM Rubric (APPQMR)], 2018-2020
- QM Tableau Workshop, New Orleans, LA, 2018
- BOT in a Day Workshop, Chicago, IL, 2018
- Higher Learning Commission Continuing Education Workshop, Chicago, IL, 2018
- Corporate and Global Strategies and Sustaining Competitive Advantage, online, 2017
- Creating Competitive Advantage at the Business and Functional Levels, online, 2017
- Environmental Scanning and Internal Analysis, online, 2017
- The Strategic Planning Process, online, 2017
- Higher Learning Commission Continuing Education Workshop, Chicago, IL, 2016
- ABET Peer-Review Training, Baltimore, MD, 2016
- Higher Learning Commission Comprehensive Training for Peer Reviewers, St. Charles, IL, September 2015
- Online Teaching Excellence: Assessment, Chicago State University, April 2015
- Higher Learning Commission Assessment Results Forum, St. Charles, IL, November 2014
- AACSB Lessons for Aspiring Deans Seminar, San Antonio, TX, November 2014
- AACSB Assessment Conference: Quality Through Effective Curricula Management, New Orleans, Louisiana, March 2014
- AACSB Seminar on Strategies for Delivering Online/Hybrid Courses and Programs, Tampa, Florida, February 2014
- CIBER Trip to China, University of Colorado, January 2014
- International Business, University of Memphis CIBER, 2013
- Introduction to Online Teaching for Faculty, GSU, 2012
- AACSB Assessment Seminar, Houston, TX, March 2012
- Instructional Design for Online Course Development, University of Illinois, 2011
- Understanding the Needs of the Adult Learner, October 2011
- Using PowerPoint to Design Effective Presentations, October 2011
- Open Educational Resources, August 2011
- The Art of Feedback, July 2011
- Practical Instructional Design, July 2011
- Academic Policies, July 2011
- Beyond Library Basics, July 2011
- Rubrics: Grading Effectively and Efficiently, May 2011
- Best Online Instructional Practices, April 2011
- Hybrid Courses: Effective Design and Teaching, March 2011
- AACSB Applied Assessment Seminar, Atlanta, GA, March 2011
- Impatica for PowerPoint, March 2011
- Handling Difficult Students in Online and Face-to-Face Classes, February 2011

- Working with Wimba Advanced, February 2011
- Working with Wimba, February 2011
- Working with Military Learners, January 2011
- Train-the-Trainer Seminar, CAPSIM Management Simulation, Chicago, IL, 2011
- Assessment Academy, Higher Learning Commission, Isle, IL, 2010
- Annual Ethics Training for University Employees, IL, 2010-Present
- Re-imagining Teaching Seminar, Governors State University, IL, 2010
- Planning your Hybrid Course, Governors State University, IL, 2010
- WebTycho Online Training, University of Maryland University College, MD, 2010
- OL2000: Effective teaching Online, Penn State World Campus, PA, 2009
- Using Moodle to Create Online Courses, Sloan-C Consortium, 2009
- Video Tools for Teaching and Learning, Sloan-C Consortium, 2009
- Learning Online 20: Engaging, Interacting, and Syndicating Applications, Sloan-C Consortium, 2009
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- AACSB Strategic Management Seminar, AACSB, Honolulu, HI, 2008

Languages spoken

- English (fluent)
- Spanish (fluent)
- French