

David L. Butler
Curriculum Vitae/Resume
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LEADERSHIP POSITIONS

- 2004-Present Executive Director, National Association of Call Centers (NACC)-
A non profit membership organization
- 2004-Present Director, Call Center Research Laboratory
The University of Southern Mississippi
- 2004-Present President, Information Incorporated (I²)
- 2002, Aug-Present Director, International Development Program
University of Southern Mississippi
- 2003, June-Sept. Interim Director, Center for Community and Economic
Development
- 2001, Aug-Present Assistant Professor
Department of Economic Development
University of Southern Mississippi

EDUCATION

- 2001 Ph.D., University of Cincinnati
- 1996 MS, Texas A&M University
- 1994 BA, Texas A&M University

PUBLICATIONS

- 2004 *Bottom-Line Call Center Management: Creating a Culture of
Accountability and Excellent Customer Service,* Elseiver.
- 2004 "U.S. Call Centers: The Undiscovered Country," in *WorldMinds:
Geographical Perspectives on 100 Problems*, Kluwer Publishers, Warf,
Janelle, and Hansen, Eds.
- 2003 "Supply and Demand at Tourist Sites: A Case Study of Plantations" in
eRTR, Vol. 1, Issue 3 issue.
- 2003 "Streamside management zone delineation for control of non-point source
pollution" with Brian Mitchell, Donald Williams, and Jerry
Griffith, in *ESRI User Conference 2003 Proceedings*.
- 2003 "Gender as a Predictor of Interpersonal Power in Political Office," in
*Proceedings of the Academy of Organizational Culture, Communications
and Conflict*. 7:1, with Sara Kimmel, et. al.
- 2003 "The Gendered Construction of Interpersonal Power in Political Office,"
in *Journal of Business and Economics Research*, 1:10, October 2003, pp.
15-26 with Sara Kimmel, et. al.
- 2002 "The Travails of the Independent African-American Travel Agent,"
in *Annals of Tourism Research*, with Stan Brunn and Perry Carter, 29(4).
- 2002 "Culture Matters! Retaining Employees and Increasing Profitability:

- Happy Airways," in Phillips, Patricia P., ed., *In Action: Retaining Your Best Employees*, ASTD Publications, Alexandria, VA, pp. 135-150.
- 2002 Founding Editor of *Horizons: The Journal of Global Development*
- 2001 "Technogeopolitics and the Struggle for Control of World Air Routes, 1910-1939," in *Political Geography*, June, 20: 5, pp.635-658.
- 2001 "Whitewashing Plantations: The Commodification and Social Creation of a Slave-Free Antebellum South," in the *International Journal of Hospitality and Tourism Administration*, Vol. 2, Nos. 3/4, 159-171 and in *Slavery, Contested Heritage and Thanatourism*, Graham M. S. Dann and A. V. Seaton, Eds, Haworth Press, pp. 159-171.
- 2001 "The Revolution Beyond Control: The Coming Clash of Profit and Security in Outer Space," in *National Security Studies Quarterly* with Richard Harknett, Winter, Vol. 7, Issue 1, pp.635-658.

OTHER PUBLICATIONS

- 2002 "Information Control and the United States Airline Industry," Written testimony before the *National Commission to Ensure Consumer Information and Choice in the Airline Industry*, Washington DC, July.
- 1999 "City Image, Corporate Relocation, and Labor Relocation," for *The Institute for Policy Research, University of Cincinnati* and The Greater Cincinnati Chamber of Commerce, with Byron Miller.

PUBLICATIONS SUBMITTED

- 2004 "French Fries or Pommes Frites? Patterns of International Tourism Consumption at French Chateaux" to be submitted to *Annals of Tourism Research*, with Anthony Becker, Dusty Farned, Julie Jordan, Paula Mathis, William Morehead. – under revision.
- 2003 "Women's work: Spatial Manifestations of Gender and Occupation" submitted to *Economic Geography*, revise and resubmit, under revision.
- 2002 "The 19th Standard: The Geography of Technology," submitted to *The Journal of Geography*, August, revise and resubmit, under revision.

PUBLICATIONS IN PROGRESS

- 2004 "Reaping what was Sown..." to be submitted to *American Journal of Sociology*, with Josefer Montes.

PRESENTATIONS

- 2004 "Report on Call Center Outsourcing," at *Managing Globalization: The Role of Business and the State*, Oct.
- 2004 "Staying Competitive in a Globalizing Industry," Gulf South Call Center Conference, October.
- 2004 Conference organizer, Gulf South Call Center Conference: Staying Competitive in a Globalizing Industry, Gulfport, Oct.
- 2004 Invited speaker, NQR Client Conference, Maintaining Customer Focus During Regulatory Changes, in Boston, September.
- 2004 Invited speaker, ACI's 2nd Annual Offshore Outsourcing Conference in

- New York City, October.
- 2004 "From the Plantation to the Chateaux: A Comparison of Cross-Atlantic Tourism Patterns" Association of American Geographers Annual Meeting, Philadelphia, PA, March, scheduled.
- 2004 "Findings from field research at three chateaux in June 2003" to selected business and political delegations at the Abbey in Pontlevoy, France, January 28th.
- 2003 "The Gendered Construction of Interpersonal Power in Political Office," International Applied Business Research Conference, March, with Sara Kimmel
- 2003 "Tourism Plantation Research at the Laura Plantation," USM Summer Faculty Research Grant Poster Session, April.
- 2003 "The Tourists' Desires: De-linking Agricultural Production and Consumption at Historical U.S. Antebellum Plantations, Association of American Geographers Annual Meeting, New Orleans, LA, March
- 2002 "Travel Agents and US Airlines" presentation to the Commonwealth Business Travel Group, New York City, November.
- 2002 "Information Control and the United States Airline Industry," a presentation before the National Commission to Ensure Consumer Information and Choice in the Airline Industry, Washington DC, July.
- 2002 "Nature-Technology: A False Dichotomy?," Association of American Geographers Annual Meeting, Los Angeles, CA, March.
- 2001 "Call centers, Economic Development and Dispersed Economic Activity: A Study of Albuquerque, New Mexico," Applied Geography Conference, Fort Worth, TX, November.
- 2001 "Concentration, Dispersion, Networks and IT: A Case Study of Call Centers in the United States," Digital Communities 2001 Conference, Chicago, IL, November.
- 2001 "Pink Collar Ghettos?: Women, Call Centers and Dispersed Economic Activity," Association of American Geographers Annual Meeting, New York, NY, February.
- 2001 Organizer for a session on "De-Agglomeration, Dispersion, Networks, IT and the Local-Global Nexus" at the Association of American Geographers Annual Meeting, New York, NY, February.
- 2000 "Patience, Perseverance, Contacts and a Fax Machine: Obtaining Corporate Interviews in Research," Cincinnati Critical Conference, October.
- 2000 Co-Organizer for six sessions on "Race, Space, Place and Environment" at the Association of American Geographers Annual Meeting, Pittsburgh, PA, April, with Perry Carter.
- 2000 "Whitewashing Plantations: The Commodification and Social Creation of a Slave-Free Antebellum South," Association of American Geographers Annual Meeting, Pittsburgh, PA, April.
- 1999 "Homesteading in the New Millennium: Commercialization versus Territorial Sovereignty in Space," International Studies Conference-South Annual Meeting, Lexington, Kentucky, November.
- 1999 "Whitewashing Plantations: The Commodification and Social Creation of

- 1999 a Slave-Free Antebellum South,” Cincinnati Critical Conference, October.
“Telecommunications, Flexible Accumulation, and Pink Collar Ghettos,”
Association of American Geographers Annual Meeting, Honolulu, Hawaii,
March.
- 1998 “Space Technogeopolitics,” University of Cincinnati Colloquium,
Cincinnati, OH, October.
- 1998 “Telecommunications in the Airline Industry,” Association of American
Geographers Annual Meeting, Boston, MA, March.
- 1996 “Civil Aviation and Technogeopolitics,” Association of American
Geographers Annual Meeting, Charlotte, NC, March.

CONTRACTS AND GRANTS

- 2003 US Department of Commerce, Small Business Administration,
\$1,987,000, June.
- 2003 USM Title III Laptop Faculty Technology Mentor Award, \$2500 and a
laptop computer.
- 2002-2003 USM Lucas Endowment for Faculty Excellence, \$3600
- 2002 USM Summer Faculty Research Grant, \$8000-won but had to decline.
- 2002 USM Summer Grant for the Improvement of Instruction, \$9250
- 1999-2001 US Department of Transportation Dwight David Eisenhower Doctoral
Research Fellowship, \$48,000.
- 2001 Urban Geography Specialty Group Travel Grant Award, \$50.
- 2001 University of Cincinnati Summer Research Fellowship, \$1700.
- 1999 The Image of Cincinnati Project, Contract from The Institute for Policy
Research, University of Cincinnati, \$2250.
- 1999 Robert Bruce McNee Award, Outstanding Graduate Student, University of
Cincinnati, \$1000.

FIELD RESEARCH PROJECTS

- 2004 Irish Research Abroad Program, Baseline Data Collection on Irish Call
and Shared Services Industries and Tourism Research, May-June
- 2003 Creator and Director of the Research Abroad Program at USM. France
field research data collection with graduate students, June.
- 2002 Field research tourism project in Vacherie, LA, April.

MEMBERSHIP

- 2004-2006 Mississippi World Trade Center Advisor Board Member-nominated
- 2004 Founding member of the National Association of Call Centers