



THE UNIVERSITY OF
SOUTHERN
MISSISSIPPI®

DISSERTATION TITLE:

Online Communities of Practice in the Contact Center Environment: Factors that Influence Participation

Chair: Dr. Cyndi Gaudet

EDUCATIONAL EXPERIENCE:

Bachelor's Degree

Business Management
University of Phoenix

Master's Degree

Business Administration
University of Phoenix

Master's Degree

Business Law
Friends University

Doctoral Degree

Human Capital Development
The University of Southern Mississippi

RESEARCH INTERESTS:

- Training and Development

Jim Black, Jr., Ph.D.

HCD Ph.D. Alumni - Class of 2014

Dr. Jimmie R. Black, Jr. currently serves as the Regional Talent Acquisition Director for Ascension in Oklahoma, Kansas, and Wisconsin. Previously, he served as Director of Human Resources for T-Mobile USA, Inc. With over 15 years leadership experience, he has held key leadership positions in both operations and human resources for companies in retail, manufacturing, and communications, including directing call center operations and providing HR support to over 4,400 employees in a high paced national retail environment. Jimmie received an Eagle Excellence Award in 2006 for innovation in creating a work flow system to automate graphic design processes at the Wichita Eagle while leading the sales and design teams..

AWARDS AND RECOGNITION:

- Certified Core Mediator
- Employment Law
- Leading Management Teams- Cornell University
- Six Sigma Black Belt
- Senior Certified Practitioner (SHRM-SCP)
- Senior Professional in Human Resources® (SPHR®) Certification