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Noel Criscione-Naylor

***Dynamic leader, student-centered educator, and prolific researcher.***

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| **EDUCATION** | |
|  | 1. **Cornell University, e-Cornell,** virtual, NY  * Employment Law Certificate   + Employment Law and Policy Issues   + Equal Employment Opportunity and Employee Treatment Issues   + Benefits, Compensation, Safety, and Other Legal Issues   + Employment Laws Around the Globe   + HR Policies in International Contexts * Advanced Employee Relations Certificate   1. **Rowan University, Graduate School**, Glassboro, NJ * Doctorate of Educational Leadership in Multiple Settings (Ed.D) * Member of Alpha Epsilon Lambda: The Academic Excellence and Leadership Honor Society * Dissertation: Stimulating Diversity Outcomes? A Multicase Study Exploring Entrepreneurial   Architecture and Storytelling in Higher Education Institutions   * + Advisor: Ane Turner Johnson, Ph.D.   2004–2005 **Rutgers University, Graduate School,** Camden, NJ   * Master of Public Policy and Administration, specialization in Public Management (M.P.A.) * Member of Pi Alpha Alpha: The National Honor Society for Public Affairs   2001–2004 **Rutgers University,** Camden, NJ   * Bachelor of Arts, Political Science * Member of Pi Sigma Alpha: The National Political Honor Society   2000–2001 **Saint Joseph University**, City Line, PA   * Completion of 45 credits | |
| **AWARDS/SKILL CERTIFICATES/CERTIFICATIONS**  **30 Most Influential Educators in Global Hospitality,** International Hospitality Institute, 2023  **Excellence in Service,** Stockton University, 2023  **Top 50 Women in Business,** NJBIZ, 2022  **LinkedIn Learning:** Business Law for Managers | Ethics and Law in Data Analytics Business Analysis: Essential Tools and Techniques | Data Ethics: Watching Out for Data Misuse | Business Analytics Foundations: Descriptive, Exploratory, and Explanatory Analytics  Certified Event Designer | Event Design Certificate of Attendance Level III | Level I Event Design | Instructional Design | Six Sigma Black Belt / Yellow Belt / White Belt | Using Lean for Perfection & Quality | Applying Lean in Service & Manufacturing Organizations | Lean Tools & Techniques for Flow & Pull | Introduction to Lean for Service & Manufacturing Organizations | Professional Certification CS | | | |
| **TEACHING**   * Redeveloped a previous course development to obtain the Values (V) attribute. **GEN 3242 Farm to Table: The Backyard Homestead** was revised to incorporate values thinking education into 25% of the course; content related to values thinking is woven throughout every model of the class including environmental sustainability, support for local farmers, food quality and transparency, animal welfare, biodiversity, reducing food waste, cultural sensitivity, food justice and community engagement, to list a few. Approved by Faculty Values Committee, Spring 2024. * Developed and received approval of new graduate levels HTMS elective, **HTMS 5116 Hospitality Analytics for Decision Making**. This course emphasizes strategic decision-making with a data-driven approach, fostering skills essential for successful project execution. Students develop the ability to recognize, create, and execute analytical solutions tailored to hospitality business challenges. It covers decision-making fundamentals using data to support operational changes and efficiencies, emphasizing a continuous improvement mindset. Students evaluate operational efficiencies, implementing suitable methodologies to reduce waste, enhance service quality, and boost business performance. The course includes crafting a business improvement plan alongside a chosen hospitality partner and students earn their White Belt Credential from the Council for Six Sigma Certification. Course launch Spring 2023 and is included in the MBA HTMS course rotation. * Redeveloped a previous course development to obtain the Race and Racism (R2) attribute. **GSS 3209 Bucket List Events** was revised to incorporate race and racism education into 25% of the course; content related to race and racism is woven throughout every module of the class including events as a social phenomenon, contemporary issues in events, festivals, and destination management, green events, sense of community, event motives, and more. Students will reflect weekly to analyze how events build identity, place and community spirit as well as how race and racism has manifested as part of events across the globe. Approved by Faculty R&R Committee, Fall 2022. * Developed a graduate level course, **V-704-FTHM Fundamentals in Tourism and Hospitality Management** as an invited Visiting Scholar to Reykjavik University (Fall 2022, Fall 2023, Fall 2024). The purpose of the course is to provide students with an overview of the tourism and hospitality industry globally, hospitality management principles and theories to identify and analyze relevant industry problems, and issues facing management and personnel. Students explore major emerging issues and problems that impact the global tourism and hospitality industry as well as investigate tourism development in Iceland. Students conduct research during the term and submit manuscripts to the peer reviewed, *International Journal of Gaming, Hospitality and Tourism*. Additionally, students have the option to develop a comprehensive business plan on an HTE related start-up. The course mode is hybrid and includes six, face-to-face sessions. * Developed and received approval of a new HTMS elective, **HTMS 3230 Event Experience** with Tara Marsh and industry professional, Jessica Fiocca. This course provides insight into the strategic use of event design to vision, create and realize an event experience. Building upon knowledge gained in previous courses, students will be given the opportunity to apply their existing skills to deliver a live event. The course will expose students to the practical elements of event operations and production which will include a comprehensive review of logistics, contracts, technical elements, and risk management. Students will manage the processes of event design, planning, delivery and evaluation to develop their professional skills through application and reflection. Students will earn their Cvent management certification, and the course is aligned with Certified Meeting Planner (CMP) curriculum. Course launched Spring 2021. * Developed and received approval of a new HTMS elective, **HTMS 3229 Event Design, Young Professional (YP)** **Certificate** course, Fall 2019. This course incorporates the Event Design Collective (EDC) program curriculum based on the #eventcanvas latest case studies and content from real world event designs. Students as part of the course can earn their YP Certificate in Event Design with eight (8) continuing education clock hours in domain G: Meeting & Event Design as defined by the Events Industry Council (EIC). Course launched Spring 2020. Course is on a rotating schedule in the HTMS program. This course design is used as a best practice by Event Design Collective. * Developed and received approval of a new General Social and Behavioral Sciences course, **GSS 3209 Bucket List Events**, Spring 2019. This course promotes students to take a deep dive into a variety of large and unique events around the world and explore their historical, cultural, political, religious, and economic impacts as well as how these events have influenced consumer behavior and expectations. Course launched Summer 2020. Course is taught each summer. * Developed and received approval of a new HTMS elective, **HTMS 3227 Continuous Service Improvement**, Fall 2018. This course introduces students to the origin and fundamentals of lean/six sigma. Students will learn several continuous improvement methodologies and gain hands on experiences in the use of strategies and tools that can be applied throughout their professional and internship experiences. Students will earn their White Belt Certification from the Council for Six Sigma Certification and be prepared to sit for the Yellow Belt Certification. Course launched Fall 2019. * Develop and received approval of a new General Studies course, **GEN 3242 Farm-to-Table: The Backyard Homestead**, a cognate in Stockton University’s Community Leadership and Civic Engagement curriculum, Spring 2018. This course launched in Spring 2019 and concluded with an open to the public symposium. As part of this event, the class hosted a poster contest to all Atlantic County schools in which nearly 60 entries were received, over 160 members of the community attended, and $700 dollars was raised to support educational programing at Stockton University and Atlantic County 4H. * Developed Advanced Gaming Optimization and Efficiency in Slots and Table Games course proposal in partnership with Universidad Latina de Panamá; Panama City, Panama, Spring 2018. * Developed an internationally accepted program proposal, Sustainable Tourism Development: Building Facilities and Design and taught at Jeju National University’s 2018 International Summer School; Jeju City, South Korea. * Received W2 (writing across the curriculum) designation for two HTMS core courses: HTMS 3111 Human Resource Management and HTMS 4112 Policy and Strategy at Stockton University, Fall 2017.   ***Course Taught***  Stockton University   * HTMS 2101 Intro to HTMS * HTMS 2110 Food and Beverage Mgmt. * HTMS 2122 Hotel Administration * HTMS 3120 Facilities Mgmt. * HTMS 3110 Legal, Social Ethical Environments of BSNS, V * HTMS 3111 Human Resource Mgmt., W2 * HTMS 3901 Professional Work Experience * HTMS 4112 Business Policies and Strategies, W2 * HTMS 3227 Continuous Service Improvement * HTMS 3229 Event Design * HTMS 4110 Hosp. & Tourism Research * HTMS 5116 Hospitality Analytics for Decision Making * BUSA 3120 Operations Management * GEN 3242 Farm to Table: The Backyard Homestead, V * GSS 3209 Bucket List Events, R2   Rowan University   * Redeveloped and teach HRM 06605 Strategic Human Resource Management (graduate level)   Drexel University   * Developed and taught the following online courses: Introduction to Gaming Management, Gaming   Operations II, Hotel Operations Management, Independent Research (graduate level)  Caesars Entertainment   * Lean/Six Sigma Kaizen Training (certified by Next Level Partners), Daily Visual Management (certified by Next Level Partners), Advanced Lean Leadership (certified by Next Level Partners), A3 Problem Solving, Total Productive Maintenance, Transactional Process Improvement, Setup Reduction, Value Stream Mapping, Material Pull Systems, Variation Reduction, and Process Capability (Kanban, 5s), Virtual Roster Software Training (basic, advanced, and Table Games)   Harrah’s Entertainment   * New Hire Orientation (developed and facilitated; selected as Best Program in Training Top 125), Legendary Leadership Essentials (developed and facilitated), Sales and Service Training (developed and facilitated), Customer Service Behavioral Training and Assessment, Diversity and Inclusion (certified by Global Dimensions) | | | |
| **SCHOLARSHIP**  ***Published Peer Reviewed Journal Articles***   1. **Criscione-Naylor, N.** and Fiocca, J. (2024). Editorial: Brief retrospective of pandemics and the hospitality, tourism and events industry: signs and strategies of resilience and rebound", International Hospitality Review, Vol. 38 No. 1, pp. 2-10. <https://doi.org/10.1108/IHR-04-2024-079> 2. **Criscione-Naylor, N.** and Debrov, P. (2023). A New Perspective on Fostering Organic Diversity Within Organizations. *Journal of Business Diversity.* *23*(4). *DOI:* [*https://doi.org/10.33423/jbd.v23i*](https://doi.org/10.33423/jbd.v23i)*4* 3. Wang, Y. Gunnarsdottir, T. E. Jozwiak, M. D. Asgeirsdottir, L. D., and **Criscione-Naylor, N.** (2023). Tourism Sustainability in the Context of Tourists Safety Concerns at “Reynisfjara” Black Sand Beach. Special Student Issue*: International Journal of Gaming Hospitality and Tourism. 3*(1). <https://ojs.stockton.edu/index.php/light/article/view/71/51> 4. Hovius, K. Hovius, L., and **Criscione-Naylor, N.** (2023). An Analysis of Challenges Facing the Growth and Development of Ecotourism. Special Student Issue: *International Journal of Gaming Hospitality and Tourism*. *3*(1). <https://ojs.stockton.edu/index.php/light/article/view/66/48> 5. Bobbitt, G., and **Criscione-Naylor, N.** (2023). The Case of Atlantic City Redevelopment Strategies for a Hospitality Centered Market. Special Student Issue*: International Journal of Gaming Hospitality and Tourism.* *3*(1). <https://ojs.stockton.edu/index.php/light/article/view/75/37> 6. Ásbjörnsdóttir, A. Samúelsdóttir S. S., and **Criscione-Naylor, N.** (2023). European Customers’ Perception of Safety using Airbnb Compared to Other Lodging Options. Special Student Issue: *International Journal of Gaming Hospitality and Tourism*. *3*(1). <https://ojs.stockton.edu/index.php/light/article/view/73/35> 7. Romero, A., and **Criscione-Naylor, N.** (2023). Identifying Brand Loyalty Requirements by Generations for Organizational Success and Renewability. Special Student Issue: *International Journal of Gaming Hospitality and Tourism.* *3*(1). <https://ojs.stockton.edu/index.php/light/article/view/65/29> 8. Söderberg Granström, D. E. A Pronk, A. M., and **Criscione-Naylor, N.** (2023). Robotic Services in the Hotel Industry: An Examination of Henn Na Hotels. Special Student Issue*: International Journal of Gaming Hospitality and Tourism*. *3*(1). <https://ojs.stockton.edu/index.php/light/article/view/63/28> 9. Webb, D., and **Criscione-Naylor, N.** (2023). Technology Adoption Increases Need and Value of a Hospitality Degree. Special Student Issue: *International Journal of Gaming Hospitality and Tourism*. *3*(1). <https://ojs.stockton.edu/index.php/light/article/view/70/31> 10. Ross, E., and **Criscione-Naylor, N.** (2023). Technology Checks in for an Extended Stay. Special Student Issue*: International Journal of Gaming Hospitality and Tourism*. *3*(1). <https://ojs.stockton.edu/index.php/light/article/view/72/33>. ***Awarded Best Paper.*** 11. **Criscione-Naylor, N.**, Bokunewicz, J., and Albano, D. (2022). Women’s Experiences with Mentoring: A Mentoring Framework for Women. *Journal of Business Diversity*, *22*(1). <https://articlegateway.com/index.php/JBD/article/view/5185/4937> 12. **Criscione-Naylor, N.** (2022). Student Perspectives of Event Design: Learning and Transformation using the #EventCanvas Methodology. *Journal of Hospitality, Leisure, Sport & Tourism Education*. <https://www.sciencedirect.com/science/article/abs/pii/S1473837622000107> 13. **Criscione-Naylor, N.** and Bokunewicz, J. (2021). COVID-19 Residual Effects: Sustainability Strength and Volatility for the Future. *International Journal of Gaming, Hospitality and Tourism.* [*https://stockton.edu/light/documents/ijght\_vol.1-no.1/sustainability\_strength\_and\_volatility-10.14.21.pdf*](https://stockton.edu/light/documents/ijght_vol.1-no.1/sustainability_strength_and_volatility-10.14.21.pdf) 14. Jones-Carmack, J. and **Criscione-Naylor, N.** (2021). The Impact of Relational Demography and Communication Apprehension on Follower Perceptions of Leader-Follower Relationships in the Hospitality Industry. *International Hospitality Review, 13*(5),pp.547-564*.* [*https://doi.org/10.1108/IHR-09-2020-0058*](https://doi.org/10.1108/IHR-09-2020-0058) 15. Frkal, R., and **Criscione-Naylor, N.** (2020) Opt-Out Stories: Women's Decisions to Leave Corporate Leadership. *Gender in Management,* *36* (1), pp. 1-17. *<https://doi.org/10.1108/GM-09-2019-0154>* 16. **Criscione-Naylor, N.** (2020) Kaizen (continuous improvement) and systems thinking: exploring how kaizen facilitators operationalise values and assumptions, *International Journal of Management Practice, 13* (25)*,* 547-563*.* Special Issue on: Managing Hospitality and Tourism Organisations Innovation, Creativity and Enterprise. <https://www.inderscienceonline.com/doi/epdf/10.1504/IJMP.2020.110004> 17. **Criscione-Naylor, N.** and Bokunewicz, J. (2018) Demystifying Gender Bias Intensity in Service Based Organizations. *Journal of Business Diversity, 18*(4), pp. 10-21. <https://articlegateway.com/index.php/JBD/article/view/243/211> 18. **Criscione-Naylor, N.** (2018) Simulating Operational Complexities: A Hands-on Experiential Exercise with Laundry. *Management Teaching Review.* [*https://journals.sagepub.com/doi/pdf/10.1177/2379298118787798*](https://journals.sagepub.com/doi/pdf/10.1177/2379298118787798) 19. **Criscione-Naylor, N.** (2018) Exploring Entrepreneurial Architecture for the Service Industries: The Emerging Role of Storytelling in Higher Education*. International Journal of Qualitative Research in Services, 3*(1), 1-10. <https://www.inderscience.com/info/inarticle.php?artid=91533> 20. Quain, B., Bokunewicz, J., and **Criscione-Naylor, N.** (2018). The Profit: Using Reality TV to Teach Management Theories and Strategies. *Cogent Education*. <https://doi.org/10.1080/2331186X.2018.1444326>   ***Book Chapters***   1. **Criscione-Naylor, N.** (2022). Cruising. In Brymer, et al, *Hospitality: An Introduction*. Dubuque, IA: Kendall Hunt Publishing. 2. **Criscione-Naylor, N.** (2019). Cruising. In Brymer, et al, *Hospitality: An Introduction*. Dubuque, IA: Kendall Hunt Publishing. 3. **Criscione-Naylor, N.** and Bokunewicz, J. (2018). Demystifying Gender Bias Intensity and Impact in the Hospitality Industry. Book Chapter, *Advances in Global Business and Economics Volume I*, ANAHEI Publishing: University of South Florida; Sarasota, Florida.   ***Magazine Article***   1. Bokunewicz, J., and **Criscione-Naylor, N.** (Oct. 25, 2018). Workplace Conditions and Advancement: Are rose-colored glasses the color of gender bias? *Global Gaming Business Magazine.*   ***Peer Reviewed Conference Proceedings***   1. **Criscione-Naylor, N.** and Myers, M. (October 27, 2023). Trends in Diversity, Inclusion and Equity in Hospitality Organizations. Paper for Northeastern Business and Economics Association Conference (NBEA), Lafayette Hill, Pennsylvania. 2. **Criscione-Naylor, N.** and Albano, A. (October 28, 2023). Measuring the Value of Service in Business Higher Education. Paper for Northeastern Business and Economics Association Conference (NBEA), Lafayette Hill, Pennsylvania. 3. **Criscione-Naylor, N.** and Hauer, D. (October 28, 2023). Clear Pathways for AACSB Societal Impact in Business Schools. Paper for Northeastern Business and Economics Association Conference (NBEA), Lafayette Hill, Pennsylvania. 4. **Criscione-Naylor, N.** (May 18, 2022) Crisis Management and Resiliency in the HET Industry. Eastern Academy of Management Annual Conference, Portland, MA. 5. **Criscione-Naylor, N.** & Tyrrell, B. (Nov. 4-6, 2021). Impact of COVID-19 on Visitor and Resident Behavior: Insights from A Shore Destination Region. Paper for Northeastern Business and Economics Association Conference (NBEA), Atlantic City, NJ. 6. **Criscione-Naylor, N.** & Marsh, T. (Nov. 4-6, 2021). Motivation to Work. Paper for Northeastern Business and Economics Association Conference (NBEA), Atlantic City, NJ. 7. **Criscione-Naylor, N.** (Oct. 21-22, 2021). Mapping Cumulative Resiliency Indicators of HTE: Examples from Pandemics. Paper for the National Association of Business, Economics and Technology Annual Conference, State College, PA. 8. **Criscione-Naylor, N.** (July 26-30, 2021). Excellence in Teaching: Achieving Research and Service through Course Design. Paper for 2021 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). Online. 9. **Criscione-Naylor, N.**, Quain, B., College, P., & Marsh, T. (July 26-30, 2021). Using Learning Interaction Reports to Enhance Student Success and Employer Satisfaction. Paper for 2021 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). Online. 10. **Criscione-Naylor, N.** and Bokunewicz, J. (Nov. 12-14, 2020). Rebounding the Event Industry: Moving past Covid-19. Paper for Northeastern Business and Economics Association Conference (NBEA), Virtual Conference. 11. **Criscione-Naylor, N.**, Jones, J., Lawrence, E. (Nov. 12-14, 2020). Leadership in the Covid-Bind: A phenomenological study of experiences of female higher education administrators. Paper for Northeastern Business and Economics Association Conference (NBEA), Virtual Conference. 12. **Criscione-Naylor, N.** and Fagan, L. (November 7-9, 2019). The Total Hospitality Experience; Marketing and Event Planning Strategy. Paper for Northeastern Business and Economics Association Conference (NBEA), Newport, Rhode Island. 13. Lawrence, E., **Criscione-Naylor, N.**, Holtzman, D., Smalls, E.  (November 7-9, 2019). Diversity in the Workplace. Panel for Northeastern Business and Economics Association Conference (NBEA), Newport, Rhode Island. 14. **Criscione-Naylor, N.** and Frkal, R. (May 10, 2019). Using Experiential Learning to Discover Gender and Diversity Bias in HR practices. Paper for 2019 Eastern Academy of Management (EAM) Annual Conference, Wilmington, Delaware. 15. **Criscione-Naylor, N.**, Jones, J., Frkal, R., Bokunewicz, J., Lawrence, E. (May 11, 2019). Women in Leadership. Professional Development Workshop 2019 Eastern Academy of Management (EAM) Annual Conference, Wilmington, Delaware. 16. **Criscione-Naylor, N.**, Marsh, T., and DeFiore, D. (May 10, 2019). Innovating the Internship Experience for Business Education Programs. Paper for 2019 Eastern Academy of Management (EAM) Annual Conference, Wilmington, Delaware. 17. **Criscione-Naylor, N.**, and Corben, A. (Oct. 27, 2018). Sustainable Tourism: An exploration of how to sustain environments, cultures, and communities. Paper for Northeastern Business and Economics Association Conference (NBEA), Galloway, NJ. 18. **Criscione-Naylor, N.** (Oct. 27, 2018). Exploring Generational Perceived Value of Brand and Loyalty Programming in the Lodging Industry. Paper for Northeastern Business and Economics Association Conference (NBEA), Galloway, NJ. 19. **Criscione-Naylor, N.** and Bokunewicz, J. (May 5, 2018). Making a Difference through Research: Demystifying Gender Bias Intensity in Service Based Organizations. Paper for the Idea Incubator Panel Discussion for 2018 Eastern Academy of Management (EAM) Annual Conference, Providence, Rhode Island. 20. **Criscione-Naylor, N.** and Marsh, T. (2018). Development of Student Management Teams through Strategy. Paper for 2018 Eastern Academy of Management (EAM) Annual Conference, Providence, Rhode Island. 21. **Criscione-Naylor, N.** (2017). Exploring How Service Industry Leaders Operationalize Diverse by Design Team’s Values and Assumptions. Paper for 2017 The Northeastern Association of Business, Economics and Technology Annual Conference (NABET), State College, PA. 22. **Criscione-Naylor, N.** (2017). Simulating operational complexities: An experiential exercise with laundry. Paper for 2017 Eastern Academy of Management (EAM) Annual Conference, Baltimore, MD. 23. Kowalsky, M. and **Criscione-Naylor, N.** (2016). Teaching library database searching skills to college freshmen. Paper for 2016 Eastern Academy of Management (EAM) Annual Conference, New Haven, CT.   ***Peer Reviewed Conference Presentations***   1. **Criscione**-**Naylor, N.**, Peters-Gittleman, M., and Amadio, M. (*accepted for presentation*). Emerging Scopes in Hospitality Round Table: Cannabis, Esports, and Entrepreneurship. International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). Quebec, Canada. 2. **Criscione**-**Naylor, N.**, Albano, D. and Lolli, J. (*accepted for presentation*). Taking Action: Redefining Faculty Roles and Service Impact Value. International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). Quebec, Canada. 3. **Criscione**-**Naylor, N.** and Albano, D. (April 6, 2024). Attract, Engage and Retain Hospitality Students and Industry Partners. North East North American Federation of ICHRIE (NENA) Annual Conference. Portland, Maine. 4. **Criscione**-**Naylor, N.** and Peters-Gittleman, M. (April 5, 2024). Emerging Scopes in Hospitality: Cannabis and Esports. North East North American Federation of ICHRIE (NENA) Annual Conference. Portland, Maine. 5. **Criscione-Naylor, N.** and Myers, M. (October 27, 2023). Trends in Diversity, Inclusion and Equity in Hospitality Organizations. Paper for Northeastern Business and Economics Association Conference (NBEA), Lafayette Hill, Pennsylvania. 6. **Criscione-Naylor, N.** and Albano, A. (October 28, 2023). Measuring the Value of Service in Business Higher Education. Paper for Northeastern Business and Economics Association Conference (NBEA), Lafayette Hill, Pennsylvania. 7. **Criscione-Naylor, N.** and Hauer, D. (October 28, 2023). Clear Pathways for AACSB Societal Impact in Business Schools. Paper for Northeastern Business and Economics Association Conference (NBEA), Lafayette Hill, Pennsylvania. 8. **Criscione-Naylor, N.**, Aarons, J., Dobrev, P., Amadio, M., and Roubos, D. (May 17, 2023) Building Diversity, Equity and Inclusion into Esports Curriculum and Communities. Panel for the 2023 Eastern Academy of Management Annual Conference, Philadelphia, PA. 9. **Criscione-Naylor, N.** and Myers, M. (May 17, 2023). A Systematic Review of Diversity, Inclusion and Equity in Hospitality Organizations. Paper for the 2023 Eastern Academy of Management Annual Conference (EAM), Philadelphia, PA. 10. **Criscione-Naylor, N.** and Amadio, M. (May 18, 2023). Building Diversity, Equity and Inclusion into Esports Curriculum and Communities. Paper for the 2023 Eastern Academy of Management Annual Conference (EAM), Philadelphia, PA. 11. **Criscione-Naylor, N.** and Aarons, J. (April 1, 2023). Critical Analysis of Esports as an Innovative Field of Academic Study. North East North American Federation of ICHRIE (NENA) Annual Conference. Morgantown, WV. 12. **Criscione-Naylor, N.** (May 18, 2022). Crisis Management and Resiliency in the HET Industry. Eastern Academy of Management Annual Conference, Portland, MA. 13. **Criscione-Naylor, N.** and Lawrence, E. (May 19, 2022). Using intuition, systems thinking and emotional intelligence in business during uncertain times. Eastern Academy of Management Annual Conference, Portland, MA. 14. **Criscione-Naylor, N.** & Marsh, T. (Mar. 19, 2022). The Shift in HTE Worker Values. Paper for North East North American Federation of ICHRIE, Harrisburg, VA. 15. **Criscione-Naylor, N.** & Tyrrell, B. (Nov. 4-6, 2021). Impact of COVID-19 on Visitor and Resident Behavior: Insights from A Shore Destination Region. Paper for Northeastern Business and Economics Association Conference (NBEA), Atlantic City, NJ. 16. **Criscione-Naylor, N.** & Marsh, T. (Nov. 4-6, 2021). Motivation to Work. Paper for Northeastern Business and Economics Association Conference (NBEA), Atlantic City, NJ. 17. **Criscione-Naylor, N.** & Jones, J. (Nov. 4-6, 2021). Returning to the Classroom:  Tools and Strategies for Creating Engaging Class Sessions (In-person and Online). Professional Workshop for Northeastern Business and Economics Association Conference (NBEA), Atlantic City, NJ. 18. **Criscione-Naylor, N.** (Oct. 21-22, 2021). Mapping Cumulative Resiliency Indicators of HTE: Examples from Pandemics. Paper for the National Association of Business, Economics and Technology Annual Conference, State College, PA. 19. **Criscione-Naylor, N.** (Oct. 21-22, 2021). Motivation to Work: What Matters Post Covid-19. Paper for the National Association of Business, Economics and Technology Annual Conference, State College, PA. 20. **Criscione-Naylor, N.** (July 26-30, 2021). Excellence in Teaching: Achieving Research and Service through Course Design. Paper for 2020 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). Online. 21. **Criscione-Naylor, N.**, Quain, B., College, P., & Marsh, T. (July 26-30, 2021). Using Learning Interaction Reports to Enhance Student Success and Employer Satisfaction. Paper for 2020 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). Virtual. 22. **Criscione-Naylor, N.** (May 19-22, 2021). A University Case—Creating a New Area of Interest in Management Education: Process, Partnerships, and Results. Eastern Academy of Management Annual Conference. Virtual. 23. Beaupre, J., Frkal, R., **Criscione-Naylor, N.**, & Castaneda, T. (May 19-22, 2021) Opportunities for Women’s Leadership Development in a Post-Covid World. Eastern Academy of Management Annual Conference. Virtual. 24. Jones-Carmack, J. and **Criscione-Naylor, N.** (May 19-22, 2021) Classrooms in Crisis: Applying the ABCs of Crisis Communication to Creating Engaging Zoom Classrooms. Eastern Academy of Management Annual Conference. Virtual. 25. **Criscione-Naylor, N.** and Bokunewicz, B. (May 11-13, 2021). Covid-19 Residual Effects: Sustainability Advances on Hold. Paper for Global Conference on Services and Retail Management. Virtual. 26. **Criscione-Naylor, N.**, Kaplan, M., Gill, E., Lynn, C., and Thompson, A. (May 11-13, 2021). Event Design: Student Perspectives of Transformation using #EventCanvas. Paper for Global Conference on Services and Retail Management. Virtual. 27. **Criscione-Naylor, N.** and Fiocca, J. (May 11-13, 2021). Retrospective of Pandemics and the Hospitality, Tourism and Events Industry: Signs and Strategies of Resilience and Rebound. Symposium for Global Conference on Services and Retail Management. Virtual. 28. **Criscione-Naylor, N.** (May 11-13, 2021). Event Design Everywhere: Farm-to-Table Symposium Plants Seeds of Learning. Paper for Global Conference on Services and Retail Management. Virtual. 29. **Criscione-Naylor, N.** (Nov. 12-14, 2020). Rebounding the Event Industry: Moving past Covid-19. Paper for Northeastern Business and Economics Association Conference (NBEA), Virtual Conference. 30. **Criscione-Naylor, N.**, Jones, J., Lawrence, E. (Nov. 12-14, 2020). Leadership in the Covid-Bind: A phenomenological study of experiences of female higher education administrators. Paper for Northeastern Business and Economics Association Conference (NBEA), Virtual Conference. 31. **Criscione-Naylor, N.** and Marsh, T. (December 3-5, 2019). Back to Basics: Making an Event “Bucket List” Worthy. Poster the International Association of Exhibitions and Events (IAEE), New Orleans, LA. 32. Marsh, T., and **Criscione-Naylor, N.** (December 3-5, 2019). Connecting Event Design to Service Learning in the Classroom. Poster the International Association of Exhibitions and Events (IAEE), New Orleans, LA. 33. **Criscione-Naylor, N.** and Fagan, L. (November 7-9, 2019). The Total Hospitality Experience; Marketing and Event Planning Strategy. Paper for Northeastern Business and Economics Association Conference (NBEA), Newport, Rhode Island. 34. Lawrence, E., **Criscione-Naylor, N.**, Holtzman, D., Small, E.  (November 7-9, 2019). Diversity in the Workplace. Panel for Northeastern Business and Economics Association Conference (NBEA), Newport, Rhode Island. 35. **Criscione-Naylor, N.** and Marsh, T. (September 12, 2019). Back to Basics: Making an Event “Bucket List” Worthy. Presentation for Faculty Engagement Program, IMEX America, Las Vegas, NV. 36. Marsh, T., and **Criscione-Naylor, N.** (September 12, 2019). Connecting Event Design to Service Learning in the Classroom. Presentation for Faculty Engagement Program, IMEX America, Las Vegas, NV. 37. Janssen, R., and **Criscione-Naylor, N.** (September 11, 2019). Event design using #EventCanvas: a conversation with the creators. Campfire Session. IMEX America, Las Vegas, NV. 38. **Criscione-Naylor, N.** (September 9, 2019). Emotional intelligence: what is it and how to use it. Smart Monday Education Session. IMEX America, Las Vegas, NV. 39. Frkal, R., and **Criscione-Naylor, N.** (August 11, 2019). Opt-Out Stories: A Narrative Analysis of Women's Decisions to Leave Corporate Leadership. Paper for 2019 Academy of Management Annual Conference (AOM), Boston, MA. 40. **Criscione-Naylor, N.** (July 25, 2019). Farm to Table in the Classroom and Beyond:  Using General Studies as a Deeper Connection to Hospitality Education. Paper for 2019 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). New Orleans, LA. 41. **Criscione-Naylor, N.**, Bokunewicz, J., Albano, D. (July 25, 2019). Gender Bias, Women, Mentorship, and the Workplace. Professional Workshop for 2019 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE). New Orleans, LA. 42. **Criscione-Naylor, N.** and Frkal, R. (May 10, 2019). Using Experiential Learning to Discover Gender and Diversity Bias in HR practices. Paper for 2019 Eastern Academy of Management (EAM) Annual Conference, Wilmington, Delaware. 43. **Criscione-Naylor, N.**, Jones, J., Frkal, R., Bokunewicz, J., Lawrence, E. (May 11, 2019). Women in Leadership. Professional Development Workshop 2019 Eastern Academy of Management (EAM) Annual Conference, Wilmington, Delaware. 44. **Criscione-Naylor, N.**, Marsh, T., and DeFiore, D. (May 10, 2019). Innovating the Internship Experience for Business Education Programs. Paper for 2019 Eastern Academy of Management (EAM) Annual Conference, Wilmington, Delaware. 45. **Criscione, Naylor, N.**, Quain, B., and Marsh, T. (Dec. 11-13, 2018). Social Media Events Promotion: Factors that Attract and Reasons for Attendance. Poster the International Association of Exhibitions and Events (IAEE), New Orleans, LA. <https://www.ceir.org/expo-expo-faculty-poster-sessions> 46. **Criscione-Naylor, N.** (Nov. 1, 2018). Evaluating Post-Acquisition Strategy and Implementation in the Casino Industry. Paper for 2018 Northeastern Association of Business, Economics and Technology Annual Conference (NABET), State College, PA. 47. **Criscione-Naylor, N.**, and Corben, A. (Oct. 27, 2018). Sustainable Tourism: An exploration of how to sustain environments, cultures, and communities. Paper for Northeastern Business and Economics Association Conference (NBEA), Galloway, NJ. 48. **Criscione-Naylor, N.** (Oct. 27, 2018). Exploring Generational Perceived Value of Brand and Loyalty Programming in the Lodging Industry. Paper for Northeastern Business and Economics Association Conference (NBEA), Galloway, NJ. 49. **Criscione-Naylor, N.**, Marsh, T., and DeFiore, D. (Oct. 27, 2018). Internship Programming Past, Present, and Future: Unlocking the gateway to student and employer potential. Panel for Northeastern Business and Economics Association Conference (NBEA), Galloway, NJ. 50. Jones, J., **Criscione-Naylor, N.**, Culleny, S., Jackson, V., Kaiser, E., Ward, K., and Zhou, J. (Oct. 27, 2018). Authenticity and the Female Leader. Panel for Northeastern Business and Economics Association Conference (NBEA), Galloway, NJ. 51. **Criscione, Naylor, N.**, Quain, B., and Marsh, T. (Oct. 18, 2018). Social Media Events Promotion: Factors that Attract and Reasons for Attendance. Poster for Future Leaders Forum, IMEX America, Las Vegas, NV. 52. Quain, B., **Criscione-Naylor, N.**, and Marsh, T. (Oct. 18, 2018). Analyzing Comments, Reviews, and “Star” Ratings, The Event and Meeting Manager’s Guide for Efficiently Increasing Attendee Satisfaction. Poster for Future Leaders Forum, IMEX America, Las Vegas, NV. 53. Criscione, **Naylor, N.**, Quain, B., and Marsh, T. (Oct. 17, 2018). Social Media Events Promotion: Factors that Attract and Reasons for Attendance. Presentation for Faculty Engagement Program, IMEX America, Las Vegas, NV. 54. Quain, B., **Criscione-Naylor, N.**, and Marsh, T. (Oct. 17, 2018). Analyzing Comments, Reviews, and “Star” Ratings, The Event and Meeting Manager’s Guide for Efficiently Increasing Attendee Satisfaction. Presentation for Faculty Engagement Program, IMEX America, Las Vegas, NV. 55. **Criscione-Naylor, N.** and Bokunewicz, J. (June 5, 2018). Demystifying Gender Bias Intensity and Impact in the Hospitality Industry. Paper for 2018 Global Conference on Business and Economics (GLOBE), University of South Florida; Sarasota, Florida. 56. Bokunewicz, J. and **Criscione-Naylor, N.** (May 22, 2018). Exploring the Paradox of Experienced Gender Bias Reported by Women who Claim Equitable Treatment in the Workplace. Breakout Session for the 2018 Women in Academia Conference, Stockton University: Galloway, NJ. 57. **Criscione-Naylor, N.** and Bokunewicz, J. (May 5, 2018). Demystifying Gender Bias Intensity in Service Based Organizations. Paper for the Idea Incubator Panel Discussion for 2018 Eastern Academy of Management (EAM) Annual Conference, Providence, Rhode Island. 58. **Criscione-Naylor, N.** and Marsh, T. (2018). Development of Student Management Teams through Strategy. Paper for 2018 Eastern Academy of Management (EAM) Annual Conference, Providence, Rhode Island. 59. **Criscione-Naylor, N.** (2018). Simulating Organizational Behavior in Teams. Experiential activity for the 32nd Annual Mid-Atlantic Organizational Behavior Teaching Conference (MOBTC), La Salle University: Philadelphia, PA. 60. **Criscione-Naylor, N.** (2017).  Building Service Capability through Workforce Management in Service Intense Organizations. Panel Discussion for 2017 Northeastern Association of Business, Economics and Technology Annual Conference (NABET), State College, PA. 61. **Criscione-Naylor, N.** (2017).  Exploring How Service Industry Leaders Operationalize Diverse by Design Team’s Values and Assumptions. Paper for 2017 Northeastern Association of Business, Economics and Technology Annual Conference (NABET), State College, PA. 62. **Criscione-Naylor, N.** (2017).  Simulating operational complexities: An experiential exercise with laundry. Paper for 2017 Eastern Academy of Management (EAM) Annual Conference, Baltimore, MD. 63. Kowalsky, M. and **Criscione-Naylor, N.** (2016). Teaching library database searching skills to college freshmen. Paper for 2016 Eastern Academy of Management (EAM) Annual Conference, New Haven, CT.   ***Industry and Invited Presentations***   1. **Criscione-Naylor, N.**, Aarons, J., Dobrev, P. (Oct. 4, 2023). Why Say Yes to Esports (The Wide World of Esports) with Katharine M. Nohr, Host ThinkTech Hawaii. [Virtual](https://www.youtube.com/watch?v=-Jl0Cl4b7-o). 2. **Criscione-Naylor, N.**, Aarons, J., Dobrev, P., Amadio, M., and Roubos, D. (Sep. 26, 2023). Building Diversity, Equity and Inclusion into Esports Curriculum and Communities. Esports Trade Association. [Virtual](https://www.linkedin.com/posts/esports-ta_esportstradeassociation-estaeducationcommittee-activity-7107769967135096832--AGl?utm_source=share&utm_medium=member_desktop). 3. **Criscione-Naylor, N.** (Aug. 22, 2023). EsportsNext 2023 Podcast Episode 14. [Virtual.](https://esportsnext-podcast.captivate.fm/?utm_source=listennotes.com&utm_campaign=Listen+Notes&utm_medium=website) 4. **Criscione-Naylor, N.** (Aug. 21, 2023). Meet the Experts Roundtables, Esports Trade Association, EsportsNEXT Conference, Chicago, IL. 5. **Criscione-Naylor, N.** (Aug. 21, 2023). Meet the Chapter Presidents, Esports Trade Association, EsportsNEXT Conference, Chicago, IL. 6. **Criscione-Naylor, N.** (Aug. 21, 2023). Educational Committee Vision, Esports Trade Association, EsportsNEXT Conference, Chicago, IL. 7. Van Petten, M. and **Criscione-Naylor, N.** (Dec. 2, 2022). Esports Trade Association, Esports Trends. Learn and Share Series, Eastern Academy of Management (EAM). Virtual. 8. Chen, Y.L., **Criscione-Naylor, N.**, and Forney, J. (Dec. 2, 2022) Active Learning: Maximizing Classroom Experiences. Grind & Rise Series, North East North American Federation (NENA). Virtual. 9. **Criscione-Naylor, N.**, Aarons, J., and Roubos, D. (Nov. 7, 2022). Investigation of Work Ready Requirements and Appropriate Curriculum Pairing for Esports in Higher Education Team. *Day of Scholarship*, Stockton University. Galloway, NJ. 10. Roubos, D. and **Criscione-Naylor, N.** (Oct. 20, 2022). Esports Ecosystem Overview. Globalization Lecture Series. Stockton University, virtual. 11. Seel, G. and **Criscione-Naylor, N.** (Oct. 14, 2022). Mental Health and Self Prioritization. Learn and Share Series, Eastern Academy of Management (EAM). Virtual. 12. **Criscione-Naylor, N.**, Albano, D. and Barr, J. (Aug. 19, 2022). Mentoring. THIS IS IT NETWORK, Women’s Conference. Stockton University, Atlantic City. 13. **Criscione-Naylor, N.** and Myers-Reid, M. (April 5, 2022). Women in Business Panel Moderator. Stockton University, NJ. 14. **Criscione-Naylor, N.** and Patterson, K. (April 2, 2022). Cedar Shade Farm Experience. Farm to Table Education Series. Cedar Shade Farm, Corbin City, NJ. 15. **Criscione-Naylor, N.** (Mar. 28, 2022). Professional Etiquette Dinner Presenter. Aflac/Stockton University, Galloway, NJ. 16. **Criscione-Naylor, N.** (Mar. 23, 2022). Ask the Experts. 2022’s Best Cities for Brunch Lovers, Blog: <https://www.lawnstarter.com/blog/studies/best-cities-brunch-lovers/#expert=noel-criscione-naylor-edd-ced> 17. **Criscione-Naylor, N.** (Mar. 28, 2022). Professional Etiquette. Aflac. Stockton University, Galloway, NJ. 18. **Criscione-Naylor, N.** (Mar. 9, 2022). Understanding the Staffing Shortage. Monmouth Ocean Development Council. Virtual. 19. **Criscione-Naylor, N.**, Quain, B., and Derry, J. (Feb. 18, 2022). The Credentialing. Grind & Rise Series, North East North American Federation (NENA). Virtual. 20. **Criscione-Naylor, N.** and Demitroff, A. (Feb. 3, 2022). The Science of Composting. Farm to Table Education Series. Stockton University, virtual. 21. **Criscione-Naylor, N.** and Criscione, K. (Feb. 1, 2022). Food Animal Disease Prevention & the Hobby Farm. Farm to Table Education Series. Stockton University, virtual. 22. **Criscione-Naylor, N.** and Seel, G. (Jan. 21, 2022). Mental Health Check for Educators. Grind & Rise Series, North East North American Federation (NENA). Virtual. 23. **Criscione-Naylor, N.** (Nov. 19, 2021). HTMS Employer Town Hall Meeting: Innovative The Recruitment & Retention Initiatives, Human Resource Management. Virtual. 24. **Criscione-Naylor, N.**, Grady, S., Stickney, L. and Cobanoglu, C. (Nov. 19, 2021). Getting your Research on. Grind & Rise Series, North East North American Federation (NENA). Virtual. 25. **Criscione-Naylor, N.** (Nov. 9, 2021). Building Self Discipline toward Distinction: An Interactive Session. Inaugural First Ospreys LEAD Summit, Galloway, NJ. 26. **Criscione-Naylor, N.** and Hauer, D. (Oct. 15, 2021). Kicking off the Semester Right: Assessment Matters. Grind & Rise Series, North East North American Federation (NENA). Virtual. 27. **Criscione-Naylor, N.** (July 21, 2021). Social Capital: Time to Shake and Make. Summer Entrepreneurship and Business Academy (SEBA). Virtual. 28. **Criscione-Naylor, N.** (Feb. 10, 2021). Rebounding the Events Industry. Southern Ocean County Chamber of Commerce. Virtual. 29. **Criscione-Naylor, N.** (Oct. 19, 2020). Stockton University Event Design Program, EDC YP Faculty Summit, Event Design Collective. Virtual. 30. **Criscione-Naylor, N.** (Oct. 9, 2020). Classroom Power Tools. Grind & Rise Series, North East North American Federation (NENA). Virtual. 31. **Criscione-Naylor, N.** (Oct. 7, 2020). Empowering Women. Turning Point USA Event. Galloway, NJ. 32. **Criscione-Naylor, N.**, Jones, D., Thomas, P., Lopez, A., Tendja, A. (Mar. 28, 2019).  Diversity in Business. Panel for Stockton University, School of Business. Galloway, NJ. <https://www.dropbox.com/s/qr756s9gg10a4hj/Diversity%20in%20Business%20Spring%202019.mp4?dl=0> 33. Jones, J., **Criscione-Naylor, N.**, et al (Mar. 7, 2019). Authenticity and the Female Leader. Panel for the Women in Business Conference hosted by the Cape May County Chamber., NJ. <http://www.ocsentinel.com/community/authenticity-and-the-female-leader/article_3be32178-458f-11e9-895a-97f2b1a82635.html#.XLp1OqEi-yd.mailto> 34. Cobanoglu, C., **Criscione-Naylor, N.,** et al. (Nov. 11, 2018). University of South Florida Sarasota-Manatee M3 Center Hospitality and Tourism 2030 Think Tank, NYC, NY. 35. **Criscione-Naylor, N.** (Nov. 6, 2018). Gender and Diversity at Work. Keynote Speaker, Annual Diversity Summit, Wallingford, PA. 36. **Criscione-Naylor, N.** (Sept. 24, 2018). Gender Bias in the Workplace. Keynote Speaker, Hospitality and Tourism Talent Network Annual Summit, Camden, NJ. 37. **Criscione-Naylor, N.** (2017).  Systems Thinking: Building a Cooperative Enterprise. Speaker/Panelist, Optimizing Operations Track, Global Gaming Expo (G2E), Las Vegas, NV. 38. **Criscione-Naylor, N.** (2017). Create and accelerate learning with Adobe Presenter Add-on. Breakout Session Presenter for The Junction of Technology and Teaching, New Jersey Research & Education Network Faculty Showcase, Monmouth University, West Long Branch, NJ. <http://cleary.njvid.net/show.php?pid=njcore:101742&retc=njcore:16819> 39. **Criscione-Naylor, N.** and Mitchell, K. (2016). The assessment game: Is online really the winner.   Poster for The Junction of Technology and Teaching, New Jersey Research & Education Network Annual Conference, Princeton, NJ. <http://conference.njedge.net/2016/poster-session-2/> 40. **Criscione-Naylor, N.** (2016). Experiential learning with YouTube: Improve student exposure, engagement, learning, and assessment results. Poster for The Junction of Technology and Teaching, New Jersey Research & Education Network Annual Conference, Princeton, NJ. <http://conference.njedge.net/2016/poster-session-3/> 41. **Criscione-Naylor, N.** (2016). Hospitality and Tourism Trends: The Facilities Management World. Distinguished Speaker, Atlantic Cape Community College, Mays Landing, NJ. 42. **Criscione-Naylor, N.** (2016). The administrator’s perspective: The diverse roles of technology. Poster for the New Jersey Research & Education Network 2016 Faculty Showcase, Stevens Institute of Technology Newark, NJ. 43. **Criscione-Naylor, N.** (2014). Caesars Entertainment Business Policy & Strategies. Invited Speaker, Stockton College, Pomona, NJ. 44. **Criscione-Naylor, N.** (2010). Educational Leadership in the For-Profit Domain. Distinguished Speaker Series, Rowan University, Glassboro, NJ. | | | |
| ***Media Inquiries /Mentions***   1. “First Esports Degree Pathway Program in NJ Created with Camden County College.” November 6, 2023. <https://snjdc.org/first-esports-degree-pathway-program-in-nj-created-with-camden-county-college/> 2. “First Esports Degree Pathway Program in N.J. Created with Camden County College.” November 2, 2023. <https://acchamber.com/first-esports-degree-pathway-program-in-n-j-created-with-camden-county-college/> 3. “Spotlight On: Stockton Faculty Focus on DEI in eSports at Conference.” June 6, 2023. <https://biz.crast.net/spotlight-on-stockton-faculty-focus-on-dei-in-esports-at-conference/> 4. “Universities Offering Esports Majors, Specialized Management Programs.” May 27, 2023. <https://www.sportsdestinations.com/management/education/universities-offering-esports-majors-specialized-32124> 5. “NJ university announces esports management degree for fall 2023.” May 14, 2023. <https://nj1015.com/nj-university-announces-esports-management-degree-for-fall-2023/> 6. “Stockton to offer esports major this fall.” May 11, 2023. <https://njbiz.com/stockton-to-offer-esports-major-this-fall/> 7. “Stockton first public university in NJ to offer esports degree.” May 10, 2023. <https://pressofatlanticcity.com/news/local/education/stockton-first-public-university-in-nj-to-offer-esports-degree/article_cc931ad8-ef4b-11ed-b22a-2bb205efb531.html> 8. “Esports Management Degree To Debut At Stockton University.” May 10, 2023. <https://patch.com/new-jersey/galloway/esports-management-degree-debut-stockton-university> 9. “Stockton to offer esports undergraduate degree starting with the fall.” May 10, 2023. <https://www.downbeach.com/2023/05/10/stockton-to-offer-esports-undergraduate-degree-starting-with-the-fall-semester/> 10. “New Undergraduate Esports Management Degree to Debut in the Fall.” May 10, 2023. <https://business.chambersnj.com/member-news/Details/new-undergraduate-esports-management-degree-to-debut-in-the-fall-164948> 11. “Esports industry enters next level in South Jersey”. Interview with WHYY, PBS, March 28, 2023. <https://whyy.org/articles/nj-stockton-university-camden-county-college-esports-production-associates-degree-video-games/> 12. “Esports: The Great Equalizer of Generation Z.” Interview with Loukaia Taylor, February 28, 2023. <https://stockton.edu/diversity-inclusion/esports-equalizer-of-gen-z.html> 13. "Atlantic City College To Offer Esports Degree As States Seek To Lead Sector." Interview with VIXIO Regulatory Compliance, February 23, 2023. <https://vixio.com/insight/gamblingcompliance/atlantic-city-college-to-offer-esports-degree-as-states-seek-to-lead-sector/> 14. “Esports: The Great Equalizer of Generation Z”. Interview with Loukaia Taylor, Stockton University, February 18, 2023. <https://stockton.edu/diversity-inclusion/esports-equalizer-of-gen-z.html> 15. "New Jersey is a National Esports Hub." Interview with Choose New Jersey, February 2023. <https://www.choosenj.com/blog/new-jersey-an-esports-arena/> 16. “Stockton, MTHS Agreement Offers Credits in Esports”. Interview with Stacy Clapp, Stockton University, January 23, 2023. <https://stockton.edu/news/2023/esports-dual-credit-middle-township.html> 17. “Stockton, Middle Township High School Agreement Offers Credits in Esports.” December, 2022. <https://middletownshippublicschools.org/stockton-middle-township-high-school-agreement-offers-credits-in-esports/> 18. “Esports Innovation Center at Stockton University ready to attract new business to New Jersey.” October 24, 2022. <https://cdcgaming.com/esports-innovation-center-at-stockton-ready-to-attract-new-business-to-new-jersey/> | | | |
| **SERVICE**  ***Stockton University, University Service***   * Member, Stockton Women’s Leadership Council (2022-2024) and Events Committee member. Focus on philanthropic giving, scholarship and mentorship. * Member, Committee on Academic Programs and Planning (2023-2025). The Committee on Academic Programs and Planning recommends a long-range plan for undergraduate and graduate education and reviews and approves new degree-granting programs at both undergraduate and graduate levels. * Member, Committee on Research and Professional Development (2023-2025). The Committee on Research and Professional Development has responsibility for the development and administration of policies for awarding internal grant monies and sabbaticals for faculty research and development. * Teaching Fellow, Peer Evaluations. Selected by Stockton Institute for the Peer Evaluation of Teaching (SIPET) as teaching Fellow, Peer Evaluations Summer 2023. Trained to observe and provide formative feedback on teaching in both face-to-face and online classes. * Search Advocate. Selected for Summer 2023 institute. Search advocates are trained to advance Stockton’s strategic diversity goals, equal opportunity principles, and diversity and inclusion values to enhance the integrity and effectiveness of the search and selection process. * Member of the Presidential AC Task Force (2023/2024). * Stockton University Advising Council member (2019-2021). As a second term member in the Advising Council, my role has been to promote excellence in the use of best practices in academic advising and support the growth of new advisors. * CARE Mentor, Stockton University (2017-current) * Member, Student Affairs, Standing Committee of the Faculty Senate, Stockton University (2019-2021). Contributions have been to work on the development of the 2019-2020 Student Affairs Self Awareness Campaign and the development of a student pulse survey. * Member, Academic Programs and Planning Committee, Standing Committee of the Faculty Senate, Stockton University (2018-2019). * Member, Critical Pedagogy Teaching Circle, Stockton University (2017-2018). * Bring your Child to Work Day Activity, “Is Bubble Making your Superpower?” (2018).   ***Stockton University, School of Business Service***   * Serving as the Chair of the AACSB Societal Impact Campions Committee (2023-2024). Led the committee to develop a Societal Impact Statement, identified primary and secondary SDGs related to existing streams of work, and corresponding measurement mechanisms for reporting. * Serving as BS Esports Management Proposal Chair (Fall, 2022-Spring 2023); coordinated dual credit opportunities, developed network of Esports stakeholders including Garden State Esports Association for High Schools in NJ and Esports Trade Association at a National Level. Lead team to develop degree proposal and responses to revisions from internal stakeholders. Prepared Faculty Senate approval materials for program including accelerated MBA option. * Dual Credit Coach for Ocean City High School and Middle Township High School. (2023-2024). Conduct two coaching sessions per year and one site visit. Coordinate opportunities across schools/programs. Produce year end reports. * Served as Committee Chair for B.S. in Esports Management Program Proposal (Summer, 2022). * Served as Committee Chair for Esports Program development (Spring, 2022); led committee to develop new curriculum proposal; developed diversified/interdisciplinary committee, identified new course electives and developed course descriptions and objectives. * “Women in Business” panel. Identified regional leaders, scheduled, coordinated and marketed event. Collaborated with Stockton Women’s Leadership Council to obtain F&B sponsorship. Co-moderated event with Michele Myers. * Master of Ceremonies for Inaugural Outstanding Alumni Award Event. Contributed to production of award recipient video, acquisition of all center pieces/décor/attendee gifts, coordinated with Chartwells for food & beverage service. * AACSB Assessment Committee Member, School of Business (2021-2023); consolidated pre and post assessment form; created assessment process documents for HTMS. * HTMS Assessment Coordinator (2021-2023); completed master schedule 2021-2023; created Assessment SharePoint for department. * Participated in SEBA, Summer Entrepreneurship and Business Academy program July 19-23, 2021. Lead a team of students in the business plan competition. Represented HTMS in the Faculty Program Introductions of all School of Business Majors. Designed and presented a session titled “Social Capital: Time to Shake and Make” to expose students to the value of networking. * Founding Editorial Board Member on the peer reviewed, *International Journal of Gaming Hospitality and Tourism* launched in January 2021through the Levenson Institute of Gaming Hospitality and Tourism (LIGHT). Made significant contributions to the launch of the journal including developing the peer review rubric, recommending adherence to Committee on Publication Ethics (COPE) standards, leveraging my network for additional editors and forging a partnership with the North East North American Federation (NENA) conference as an endorsed journal. * Gaming Section Editor, *International Journal of Gaming Hospitality and Tourism* (2021-2024) * Identified a partnership between Event Design Collective, Meeting Planners International (MPI), and Stockton. Developed MOA agreement with Stockton University as the first and only east coast partner to offer the Event Design Certificate. The first certification program commenced June 27-29 2019. Three total sessions have taking place with Stockton. * Worked with University Relationship Marketing (URM) to build an EDC/MPI/Stockton Marketing Campaign including program flyers, webpage, and press release. * Faculty Advisory Committee Member, The Lloyd D. Levenson Institute of Gaming Hospitality & Tourism (2018-current) * Facilitated Emotional Intelligence Training for School of Business, Administrative Staff (2018)   ***Stockton University, Program Service***   * Created and coordinated a marketing plan launch for HTMS and ESPM including new LinkedIn, Instagram and Facebook pages, open houses, and information sessions. Worked with admissions to create custom enrollment reports to assist in recruitment efforts. * Coordinated and developed collateral for an exclusive “Events Area of Interest” open house that took place June 28 for prospective undergraduate students. 15 students registered for the event. * HTMS Marketing Committee Member (2019); Created sample recruitment video, benchmarked hospitality program websites, and provided copy for website development by graphics. * Faculty advisor for EVENT-ive, Student Event Planning Club. Rebranded and reinvigorated organization: defined value proposition, solicited and identified new E-board, exposed students to exclusive networking opportunities, led fundraising activities. Initiated new partnership with Ocean County College to partner in Chowderfest 2019; developed booth theme. * Served as Committee Chair for Summer Curriculum Grant (2018); led committee to develop new curriculum areas of interest; identified new course electives and developed course descriptions and objectives; presented new HTMS vision and mission (2018). * Served as Chair on Atlantic City Site Programming Committee (2017); compiled recommendations on Hospitality and Tourism expansion and curriculum opportunities as part of the new site development; identify trends and certification opportunities. * Developed partnership with Caesars Entertainment to develop a new 2-year internship program for Stockton University Business School Students (2018-current). * Developed partnership with Harrah’s Casino and Resort to offer a dealer academy (First session March 2019) * Faculty Advisor, Hospitality and Tourism Management Studies Society (2018) * Hospitality and Tourism Management Board Member, Stockton University (2016-current) * Faculty Representative, Open House and Transfer Orientation (*ongoing*)   ***Professional***   * Esports Trade Association, Education Committee Member (2022-2024). * Vice President-Program, Eastern Academy of Management (EAM), 2023-2024. * Vice President Elect, Eastern Academy of Management (EAM), 2022; Identified and coordinated Learn and Share Educational opportunities Fall 2022 and Spring 2023. Keynote speakers cover topics related to mental health, esports, research, and personal branding. * Vice President, North East North American Federation Board (NENA): International Council on Hotel, Restaurant, and Institutional Education (two year elected term starting 2023-2024) * Director of Research, North East North American Federation Board (NENA): International Council on Hotel, Restaurant, and Institutional Education (two year elected term starting 2021-2023) * Track Chair, Eastern Academy of Management (EOM), Experiential Learning Track (2020/2021) * Track Chair, Eastern Academy of Management (EOM), Hospitality Management/Crisis Management (2020/2021) * ICHRIE Task Force Committee Member: University Housing Model Meeting, ICHRIE (2020) * Secretary, North East North American Federation Board (NENA): International Council on Hotel, Restaurant, and Institutional Education (two year elected term starting 2019) * Appointed Experiential Learning Association (ELA) Co-Track Chair, Eastern Academy of Management (2019-2020) * Session Chair, The Northeastern Association of Business, Economics and Technology Annual Conference (NABET), Business Education Workshops (2018) * Session Chair, The Northeastern Association of Business, Economics and Technology Annual Conference (NABET), Business Education Workshops (2017) * Session Chair, Eastern Academy of Management (EOM), Experiential Learning Track (2017) * Reviewer, Journal of Entrepreneurship Education and Pedagogy (2018) * Scientific and Review Committee, Global Conference on Business, Hospitality, and Tourism Research (2018) <http://glosearch.org/chair-scientific-committee/> * Reviewer, Eastern Academy of Management (EOM), Experiential Learning Track (2016-2019)   + Best Paper Reviewer (2019)   + Awarded Experiential Learning Association Best Reviewer (2018) * Reviewer, Management Teaching Review (2017-current) * Reviewer, Journal of Sustainable Tourism (2018) * Reviewer, Academy of Management (AOM) Annual Conference Proposals. (2016) * Reviewer (book): *Beers, Ciders & Spirits: Craft Beverages and Tourism in the U.S.: Volume 2. Environmental and Social Trends and Marketing Implications.* (2016)   ***Community***   * Advisory Board Member for the Esports Innovation Center (2024) * Advisory Board Member for the Camden County College AAS Esports Production Program (2024) * Perkins Culinary Fall Advisory Committee, Egg Harbor Township High School, Culinary Program (2022) * Advisory Board Member for the NJ Department of Education’s, Office of Career Readiness Advisory Committee for the Hospitality and Tourism Career Clusters (2022) * Elected Alternative Delegate for the Board of Directors, New Jersey School Board Association (two-year term starting 2019). * Elected Board of Education Member, Mullica Township School Board (2018-2020)   + Member, Finance Committee, Mullica Township Board of Education (2019)   + Member, Curriculum and Policy Committee, Mullica Township Board of Education (2018) * As part of general studies course: *Farm-to-Table: The Backyard Homestead,* hosted a poster contest to all Atlantic county schools; created and delivered an open to the public informational symposium and experiential conference in which over 160 members of the community attended, and raised $700 dollars to support educational programing at Stockton and Atlantic County 4H. * Appointed Board of Education Member, Mullica Township School Board (2017) | | | |
| **INDUSTRY CONSULTANCY** | | | |

* Human Resources Benefits and Performance Management (2017). Scarlet Pearl Casino, D’Iberville, MS.
* Slot performance, optimization, and scheduling (2017). Scarlet Pearl Casino, D'Iberville, MS.
* Room Service Operations and Cost of Goods Menu Engineering (2017). Scarlet Pearl Casino, D'Iberville, MS.
* Café BOH Standard Work and Cost of Goods Menu Engineering (2017). Scarlet Pearl Casino, D'Iberville, MS.
* Program and curriculum accreditation evaluations (2017). Distance Education Accrediting Commission, Washington DC.
* Revenue Management Analysis (2016). Passion Vines Wine and Spirits, LLC. Conducted data analysis and created strategic revenue management plan.
* Loyalty Programming Analysis (2016). Passion Vines Wine and Spirits, LLC. Evaluated loyalty programming structure, completed comparative analysis, and drafted new loyalty program including marketing materials and events.
* Impact study for JPC Construction and Maintenance (2015). Completed operations review, forecasted payroll, identified and implemented invoicing system, and conducted profitability analysis.
* Continuous Improvement Software Development, KPI Fire (2014). Provided consultative support on software development and functionality.

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| **PROFESSIONAL EXPERIENCE** | |
| 2015-current *Stockton University, School of Business* Galloway, NJ  ***Chair and Associate Professor Hospitality and Tourism Management***  ***Chair Esports Management***   * Set department mission/goals and curriculum, interview potential new professors, manage faculty schedules, settle faculty and student disputes, encourage research. * Professor of business teaching undergraduate courses in hospitality; develop course curriculum, student assessments of learning, and evaluation of teaching methods. * CARE mentor that focuses on developing student’s academic and career goals, promoting student mentee’s to be autonomous learners and empowered to succeed.   2022-current *Stockton University, School of Business* Galloway, NJ  ***Associate Professor Hospitality, Tourism and Event Management***  2015-2020 *Stockton University, School of Business* Galloway, NJ  ***Assistant Professor Hospitality and Tourism Management***  2017-current *Drexel University, School of Business* Philadelphia, PA  ***Adjunct***  Teaching in the Center for Food Hospitality and Management, undergraduate and graduate  2016-current *Rowan University, School of Business* Glassboro, NJ  ***Adjunct***  Teaching graduate courses in the online M.B.A. program.  2012-2015 Caesars Entertainment Corporation North America, NJ  ***Corporate Director of Operational Excellence, Enterprise***  Internal consultant focused on developing and implementing productivity tools and providing operational support to leadership including all employee training and development. Ensured process improvement objectives and metrics were established. Championed communication focused on lean thinking and best practices. Compiled labor forecasting and scheduling analysis in alignment with union contracts and gaming regulations.   * Completed operational rotations and process improvement initiatives in all major gaming and casino operational areas including but not limited to Food & Beverage, Nightlife, Marketing, Hotel, Gaming, Cage, Facilities, and Human Resources. * Directed training efforts surrounding Lean and Six Sigma methodologies; developed training materials, course evaluations and participant assessments. * Saved $27M after leading 41+ projects that enhanced the customer experience and increased productivity; average results included 6% productivity gain and 3% positive shift in service. * Launched the roster scheduling software across 9 properties contributing to $12M in demand-based scheduling savings. * Led the corporate marketing project reducing direct mail lead time by 33% and streamlining all corporate marketing processes including special events, studio design and direct marketing. * Created the Centralized Scheduling department for 100 employees across 14 hotel and casino properties; developed job descriptions, standard operating procedures (SOPs) and managed hiring and training.   2010-2012 *Caesars Entertainment Corporation* Atlantic City, NJ  ***Director of Continuous Improvement & Specialist, AC Region***  Led team of 5 across the Eastern division. Implemented common processes and best practices gained from industry and corporate benchmarking data. Led Kaizen events to achieve process and quality improvements. Identified performance metrics and overall department financial measurements. Reviewed and recommended staffing and financial goals for all properties. Provided leadership, coaching and training in Lean thinking, Lean processing and Lean production. Identified and optimized current processes using continuous improvement and lean techniques, including VSM, TPI, Kaizen, Kanban and 5s.   * Completed operational rotations and process improvement initiatives in major casino operational areas including but not limited to Food & Beverage and Hotel Operations. * Contributed to $3M in savings by facilitating and/or supporting 29 Kaizen events. * Led team to exceed $12M regional savings goal through implementation of Lean methodologies. * Identified and ultimately saved $2.1M in cost of goods menu engineering for the café and buffet segments. * Patented and launched a slot performance product reducing slot machine downtime and preventative maintenance by 40%. * Saved $2.3M in vendor and labor savings by launching a new, internal housekeeping inventory control system.   2007-2010 Harrah’s Entertainment Corporation Atlantic City, NJ  ***Human Resources, Corporate Manager of Instructional Design and Learning, Enterprise-wide***  Led curriculum development projects and designed innovative, best-in-class training programs that supported operational goals and employee development needs. Created and systematically introduced instructor-led, web-based, blended and other non-traditional approaches to learning to ensure employees at all levels received the right training, at the right time, in the right medium. Led development of 42 training managers in Human Resources.   * Saved $3.1M+ by training teams on business efficiency practices. * Developed a new hire orientation program that was recognized by *Training Top 125* magazine as “Best Practice of the Year.” * Created a supervisor workshop and emerging leaders’ summit for high potential leaders. * Partnered with Employee Relations to negotiation contract terms. * Benchmarked best practice research surrounding executive onboarding; developed AGM/GM Boot Camp and VP onboarding processes; built HR scorecard to monitor and track ROI of program deployment. * Planned and led cross-organizational (corporate and property-level) needs assessment efforts; identified training opportunities and determined appropriate instructional strategies and techniques including in-house and vendor classroom solutions, e-Learning, blended solutions, on-the-job-training simulations and action learning. * Developed measurement and assessments of learning tools to measure goals that were regularly modified to reflect the results; actively researched new methods, processes and models for instructional design.   2006-2007 Harrah’s Entertainment Corporation Atlantic City, NJ  ***Human Resources, Senior Training and Development Professional, Atlantic City Operations***  Functioned as an internal performance consultant and liaison for leadership and learning needs as well as liaison with Employee Relations. Developed new branding for the training department with nomenclature/marketing materials. Supported development of the leadership training program, Legendary Leadership Essentials. Managed the tuition reimbursement program.   * Developed a customer service simulation and certification process to improve service scores for hourly employees. * Identified and trained departmental trainers; designed instructional systems to facilitate departmental needs. * Monitored and evaluated the progress and effectiveness of training and development programs; assisted management in the examination and identification of organizational issues. * Administered and maintained a learning resource center utilizing state-of-the-art technology.   2005–2006 Atlantic Cape Community College Atlantic City, NJ  ***Coordinator/Developer, Institute for Service Excellence***  Contributed to the redesign of the Professional Certification, Customer Service program. Led resume builder workshops for at-risk-youth programs to help students prepare for and seek work. Managed non-credit programs provided through the Institute of Service Excellence; prepared master schedule of programs; determined promotional activities and production expenses. Recruited, screened and evaluated instructors and negotiated salaries. Provided hiring recommendations to HR for new instructors.   * Facilitated classes for at-risk-youth at Atlantic City High School and Atlantic County Jail in early release programs. * Provided oversight to instructors in the design and development of curriculum ensuring quality academic standards; evaluated and selected course materials; wrote copy for course descriptions used in marketing publications. * Collaborated with leadership to analyze profit/loss and enrollment trends of individual programs; developed and implemented strategies to achieve financial and enrollment goals such as needs assessment, surveys and other methods of customer feedback.   ***Held early roles in the medical, insurance field, and food & beverage.*** |