

SANDRA K. CASSELL

EDUCATION

Doctor of Business Administration, ABD, GPA 3.9/4.0

Anderson University, Anderson, Indiana

Accreditation: Higher Learning Commission (HLC)

Falls School of Business: Accreditation Council for Business Schools and Programs (ACBSP)

Dissertation: Total rewards preferences and type of support that influence retention of US Millennials

Master of Business Administration, May 1996, GPA 3.7/4.0

University of Central Missouri, Warrensburg, Missouri

Accreditation: HLC

Harmon College of Business: Association to Advance Collegiate Schools of Business (AACSB)

~ *Awarded full academic scholarship and graduate assistantship*

~ *Selected as the Outstanding MBA student for the 1995-96 academic year*

Bachelor of Business Administration, May 1993, GPA 3.7/4.0

Major: Management Minor: Accounting

Evangel University, Springfield, Missouri

Accreditation: HLC

Business Department: ACBSP

~ *Selected as the Outstanding Management Graduate 1993*

PEER REVIEWED PUBLICATIONS

Cassell, S., & Merkel, B. (accepted for 2018, Spring). Integrating Salt and Light in Online Courses, *Christian Business Academy Review*.

Cassell, S. (2017, Fall). HRM Solutions for Retaining Millennials in Western Societies, *Mediterranean Journal of Social Sciences*, 8(5), 141-149.

ACADEMIC EXPERIENCE

Assistant Professor, Evangel University 2018 – present

Enactus Club Advisor (90 active members)

Management Program Coordinator

Conference Days and Artist Series Committee Member

Courses taught:

- MGMT 446 – Strategic Management
- MGMT 440 – Organizational Leadership
- MGMT 343 – Human Resources Management
- BUED 275 – Business Communications
- MRKT 194/294 – Free Enterprise

Certified Online Instructor, Evangel University 2017 – present

- Achieved certification Spring, 2017
- Designed, built, and instructed the MGTA 235 online course offering using Canvas LMS.

Adjunct Instructor, Evangel University 2016 – 2018

- MGTA 235 Organization Design & Management

Adjunct Instructor, MidAmerica Nazarene University, 2016 – 2018

- **MGMT 4493 Organizational Development**
Restructured this course from an existing lecture-based delivery into an interactive team-based format.
- **MGMT 3382 Applied Project / Capstone Course**
Advise students in choosing and completing a real-world project.
Mentor students through the process of writing an APA style undergraduate thesis.

PROFESSIONAL EXPERIENCE

Lead Corporate Trainer, Internal Revenue Service, 2009-2015

- Trained other instructors and lead train-the-trainer courses. Trained seasoned employees in annual employee tax refresher courses. Lead new hire tax examiner classes. Class sizes ranged from individual instruction to auditorium style with 200+ students. Experienced with teaching both independently and with a team of co-instructors.
- Wrote technical and educational training materials and publications. Collaborated with an elite team of instructors annually to identify updates and improvement opportunities for existing local courses and curriculum.
- Chosen as one of two IRS trainers nationwide to travel to Austin, Texas to perform a technical review of new national IRS training materials.
- Worked with management to develop and teach new classes based on current initiatives and existing employee skills gaps.
- Served as lead technical instructor providing Subject Matter Expert (SME) support to classroom instructors and functioned as liaison between the classroom instructors and management.
- Received a special financial award for creating and presenting a division-wide employee workshop which significantly lowered the amount of interest that was unnecessarily being paid to customers.
- Pioneered initial concept and framework for restructuring the train-the-trainer class. Collaborated with a team of fellow lead instructors to develop the finalized class structure and lesson plans. Served as the team's spokesperson, presenting the new plan to management for official approval.
- Designed and published a monthly department newsletter that identified common tax procedural mistakes and illustrated the correct procedures in an easy to understand job aid format resulting in an increase in employee performance and a positive impact on the department's business measures.

Quality Control Analyst, Internal Revenue Service, 2009-2015

- Reviewed random samples of tax examiners daily work and assigned employee quality performance ratings.
 - Tracked internal quality/error trends and produced job aids and publications for tax examiners on common issues and errors.
 - Examined individual taxpayer federal tax returns for accuracy and initiated correspondence for additional information if necessary.
 - Edited, coded, and input information from taxpayer returns into the IRS computer system.
- Promoted to Quality Control Analyst from Tax Examiner.*

Senior IT Instructor, Federal Reserve Bank of Kansas City, 1998-2000

- Lead instructor for Microsoft Office instructor-led courses held in Kansas City, Denver, Omaha, and Oklahoma City.
- Received the Employee Excellence Award for consistently demonstrating superior customer service

skills and exceeding customer expectations.

- Developed the course material used in instructor-led Microsoft Office courses including the facilitator's guides, participant workbooks, job aids and presentation slides.
- Appointed by management to be the IT liaison and first line of contact for the Bank's president and executive officers concerning computer related issues.
- Served as the Microsoft Office Subject Matter Expert (SME) assisting the IT help desk and end users with advanced questions/problems.
- Developed an IT and HR combined training needs analysis and configured an Access database to analyze the results.
- Designed and implemented an Intranet training site eliminating four manual processes.
- Represented the 10th District each year at the Bank's national trainer's convention.
- Expanded the computer-based training (CBT) library courses.
- Stayed current on best practices in learning by researching trends and maintained expertise through outside classes and attending conferences.
- Certified Microsoft Office User Specialist (MOUS).

➤ *Promoted to Grade 11 Information Systems Instructor from prior position.*

Staff Analyst, Federal Reserve Bank of Kansas City, 1996-1998

- Provided analytical and project support for the Information Technology Services division.
- Collected and analyzed data and coordinated projects across a broad range of business functions.
- Researched emerging IT capabilities, developed reports, and presented findings to management.
- Tracked and distributed monthly IT costs via an internal budgeting system.
- Developed redistribution formulas for IT overhead costs based on past and projected usage.
- Calculated the annual projected IT budget.
- Primary contact for IT budget redistribution questions from other Bank departments.

➤ *Promoted to Grade 10 Staff Analyst from Grade 9 Analyst.*

ADDITIONAL BUSINESS & ACADEMIC EXPERIENCE

Secondary Substitute Teacher, Summit Christian Academy, Lee's Summit, Missouri, 2015

Graduate Assistant, Office of the Dean, UCM, Warrensburg, Missouri, 1996

Research/Teaching Assistant, Economics Department, UCM, Warrensburg, Missouri, 1995

Mortgage Loan Assistant, First National Bank, Lee's Summit, Missouri, 1994

Store Manager, Taco Bell, Kansas City, Missouri, 1993

Student Manager, Evangel University Cafeteria & Student Union, Springfield, Missouri, 1990-1993

Accounts Payable Clerk, Covert Marine, Kansas City, Missouri, 1990

CHURCH VOLUNTEER / SERVICE

Church Board Candidate, Evangel Church, 2018

Coffee Shop Weekly Volunteer, Evangel Church, 2016-2018

Hospitality Team Member, Evangel Church, 2012-2018

Youth Group Leader, Evangel Church, 2010-2015

Chair - Children's Pastor Search Committee, Grandview Assembly of God, 2008

Committee Member – Senior Pastor Search Committee, Grandview Assembly of God, 2006

Women's Bible Study Leader, Grandview Assembly of God, 2005-2008

Adult Sunday School Teacher, Grandview Assembly of God, 2004-2006

Choir Member, Grandview Assembly of God, 2000-2010

HS Sunday School Teacher/Youth Group Leader, First Assembly of God, 1993-1999

Choir Member, First Assembly of God, 1987-1999

CHURCH AFFILIATION

Evangel Church – Kansas City, MO 2010 – 2018 {Pastors Jason & Jill St. John}

Grandview Assembly of God – Grandview, MO 1999-2010 {Pastor Bob Johnson / Pastor Todd Matchett}

First Assembly of God - Independence, MO 1984 – 1999 {Pastors Loyd & Rebecca Middleton}