

**SARMANN I KENNEDYD** PHD, MBA, PMP, CSM  
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## EDUCATION

<b>PhD Strategy, Project, and Program Management</b> SKEMA Business School, Lille-Paris – France	2013
<b>MBA Master of Business Administration(eBusiness)</b> Johns Hopkins University, Baltimore, MD	2001
<b>BSc Business Administration – Accounting</b> <b>Nasser University</b> – Zlitan, Libya	1995

## PROFESSIONAL CERTIFICATION

<b>PMP</b> Project Management Professional	PMI
<b>CSM</b> Certified Scrum Master	Scrum Alliance

## ACADEMIC EXPERIENCE

<b>Associate Professor of Management</b> University of Texas Dallas – Richardson, Texas	2022 – Present
<b>Assistant Professor of Project Management</b> Northeastern University -- Seattle Campus	2020 – 2022
<b>Assistant Professor of Operations Management</b> Kean University - Wenzhou, China Campus	2017 – 2020
<b>Assistant Professor of Management</b> Northern New Mexico College - Espanola, New Mexico	2016 – 2017

## **PROFESSIONAL EXPERIENCE**

### **SENIOR ANALYST, PROJECT/PROGRAM MANAGER USAC – Washington DC**

**2012 – 2016**

Drive companywide strategic planning and vision year 2018 goal. IT strategic plan to support better decision making, greater alignment of business processes, breaking down silos and departmental divisions to provide better integration across systems, building targeted outreach to help customers self-serve, improve overall system architecture supporting user base of 250+ staff, devised 2-year IT Strategic and Operational Plan to focus on 3 key areas of strategic evolution: application modernization, internal business process streamlining & performance reporting improvement by establishing baseline metrics & KPIs. Pursuing to improve efficiency on three important themes: enabled workforce, process improvement, and business technology modernization.

### **PROGRAM/PORTFOLIO MANAGEMENT**

- Reduced by 99% manual fillings to online automated filing that capture a revenue stream of \$12Bn USF fund annually.
- Led on-time and within budget development and implementation of up to \$1M technological initiatives for improved data analytics EDS, SharePoint, Knowledge, and Records Management Solution.
- Improved governance, overall budget stewardship & on-time execution of prioritized initiatives via consolidation of strategic projects into single portfolio via roll out of PMO (Project Management Office) strategic plan.
  - Increased by 60% on-time delivery rate of strategic projects.
  - Increased by 30% project documentation template standards.
  - Reduced by 40% reporting and dashboard redundancies.

### **PROJECT MANAGER**

Led team of 12+ to transform 200 staff unit and overall system architecture supporting 6k+ users via improving reporting operations efficiency, streamlined communication strategy, customer analysis & better outreach.

- Ensured responsible stewardship of \$5M+ in Contracting Officer Representative(s) (COR)
- Reduced by 60% manual effort tracking activities by centralizing user fee program management.
  - Delivered solution tightly integrated with regulatory review process
- Tracked program and project management phases including initiating, launching, executing, controlling, managing, and evaluating the success of strategic projects and programs.
- Improved by 30% office efficiency by increasing integration, accountability, and collaboration capabilities implementing easy-to-maintain, scalable Knowledge management SharePoint Solution implementation.

**SENIOR FINANCIAL ANALYST**  
**USAC – Washington, DC**

**2005 – 2012**

Provided financial analysis and project management leadership on key deliveries of strategic initiatives to diverse internal client base to implement and integrate systems, specializing in Operational Support Systems (OSS), Billing Support Systems (BSS), and Decision and Analytics Support Systems.

- Managed and analyzed over \$410 Million DCA (Debt Collections Account) account, identifying monthly trends, process enhancements, and providing insightful analysis for best financial data management and reporting.
- Responsible for managing, analyzing, consolidating the USAC Disbursement accounts of over \$560 Million.
- Managed, streamlined, analyzed, and presented the quarterly BOD (Board of Directors) data analysis for historical trends and meaningful interpretation of those trends and other ad hoc reports on financial data.
- Responsible for continuous process improvements and seamless horizontal integrations within the financial operations teams of billing, collections, disbursement, accounting, and analytics.

**SENIOR BUSINESS ANALYST**  
**VERIZON – Arlington, VA**

**2002 –2005**

*Created special ad hoc financial statement reports, monthly and quarterly server outages, call center statistics, database queries, and status reports for VPs and Senior Directors.*

- Developed KPI's and maintained systems metrics requirements through Crystal Reports
- Prepared business process models, including modeling of activities of business from conceptual to procedural level, and implemented Business Objects in data warehouse.
- Served a key role in \$3M+ transformation implementation from compartmentalized call centers, telephone numbers, and Customer Relationship Management (CRM) software applications into an integrated functional organization providing consistent information to a diverse customer base within cost and scheduled guidelines.

**RESEARCH INTERESTS**

Agile project management and IT software developers' adoption motivations.

eCommerce adoption in emerging markets.

Agile classroom potential adoption motivations and implementing success metrics.

Enterprise risk management and company's performance

## **COURSES TAUGHT**

**OPERATIONS MANAGEMENT**

**MANAGERIAL METHODS IN DECISION MAKING UNDER UNCERTAINTY (STATISTICS)**

**FOUNDATIONS OF PROJECT MANAGEMENT**

**PROJECT MANAGEMENT IN ENGINEERING AND OPERATIONS**

**AGILE PROJECT MANAGEMENT**

**AGILE LEAN PRODUCT DEVELOPMENT**

**PRINCIPLES OF MANAGEMENT**

**INTERNATIONAL BUSINESS MANAGEMENT**

## **ACADEMIC CONTRIBUTION**

Rahman, M. J., Zhixuan, Z., Chaity, N. S., & Kennedyd, S. I. (2023). Capital Structure and Profitability: Evidence from China. *Indonesian Journal of Business, Technology and Sustainability*, 1(2), 65-74.

Kennedyd, S. I., Marjerison, R. K., Yu, Y., Zi, Q., Tang, X., & Yang, Z. (2022). E-Commerce Engagement: A Prerequisite for Economic Sustainability—An Empirical Examination of Influencing Factors. *Sustainability*, 14(8), 4554.

Rahman, Md Jahidur, Keye Lao , Shyamapada Biswas , Rakiba Sultana , Kennedyd, S. I. (2022) Consumers' Intention to Purchase Green Skincare Products: Evidence from China. *Indonesian Journal of Sustainability Accounting and Management*, Vol. 6(2)

Rahman, M. J., Kennedyd, S. I., & Chen, Z. (2022). Enterprise Risk Management and Company's Performance. *Journal of Accounting, Business and Management (JABM)*, 29(1), 107-119.

Kennedyd, S. I., Yunzhi, G., Ziyuan, F., & Liu, K. (2020). The Cashless Society Has Arrived: How Mobile Phone Payment Dominance Emerged in China. *International Journal of Electronic Government Research (IJEGR)*, 16(4), 94-112.

Lin, Y., Marjerison, R. K., & Kennedyd, S. I. (2020). Reposting inclination of Chinese millennials on social media: Consideration of gender, motivation, content, and form. *Journal of International Business and Cultural Studies (JIBCS)*.

Marjerison, R. K., Lin, Y., & Kennedyd, S. I. (2019). An Examination of Motivation and Media Type: Sharing Content on Chinese Social Media. *International Journal of Social Media and Online Communities (IJSMOC)*, 11(1), 15-34.

Sarmann Kennedyd, Eunho Cho (2020). (Factors Influencing the Adoption of Virtual Communication in Organizations: A Project Management Perspective). (1) 20, pp. 393-410). *Korean Management Consulting Review*.

Rahman, Md Jahidur; Sarmann I Kennedyd; LI Leqi (2020). Corporate Social Responsibility (CSR): Focus on Tax Avoidance and Financial Ratio Analysis. *Indonesian Management and Accounting Research (Under review)*.

Rahman, Md Jahidur; Liu Yilun; Sarmann I Kennedyd (2020). Firm Size, Firm Age, and Firm Profitability: Evidence from China. *Journal of Accounting, Business and Management (Accepted with revision)*

## **WORK IN PROGRESS**

Sarmann I Kennedy; Zadeh, Adle; Alborz, Shawn; Shaikh, Nilofer; Raj Yadav, Sangeeta; Kulangara Prasad, Josephine (2023) Are They Happy with Agile? IT Software Developers' Job Satisfaction in Agile Projects. Australian Journal of Management (under review)

Sarmann I Kennedy; Zadeh, Adle; Alborz, Shawn (2023) Agile Detractor - Implementation and Software Developers' Job Satisfaction in Agile Projects. In progress

Sarmann I Kennedy; Zadeh, Adle; Alborz, Shawn (2023) Agile Detractor - Implementation and Software Developers' Job Satisfaction in Agile Projects. In progress

Sarmann I Kennedy; Sihe Gong; Zhiyu Zhou (2021) Agile Higher Education Applicability – Can Agile Scrum Be Managed in the Higher Education Classroom?

Rahman, Md Jahidur; Yijun Sun; Sarmann I Kennedy. China's Outward Foreign Direct Investment: A Comparative Study between OBOR Countries and Non-OBOR Countries

## **CONFERENCES**

Sarmann I Kennedy, Yuequn Yu, Xinyi Tang, Ze Yang. (2019). "Ecommerce Platform Preference Development of Chinese Online Shoppers". The 8th International Conference on Business, Management and Governance (ICBMG 2019) Perth, Australia

Sarmann I Kennedy (2018). "Mpay Prevalence in China – Mobile Phone Payments Proliferation Model". The 8th International Conference on Management, Economics, and Humanities (ICBMG 2018) Barcelona, Spain

## **PROFESSIONAL MEMBERSHIPS**

PMI Project Management Institution  
Scrum Alliance

## **AWARDS AND FELLOWSHIPS**

Finalist 2022 Jindal Faculty of the Year Award

Strategic Planning Recognition Certificate (USAC) 2015

Excellence in Project Management Award (USAC) 2013

Gold Star Awards for Excellent Customer Service and Collaboration 2014 and 2015  
(USAC)