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## **PROFILE AND SUMMARY OF QUALIFICATIONS**

Visionary and innovative leader with proven expertise redesigning and transforming organizations and establishing strategic partnerships among political, corporate, and academic constituencies. Sustained record of accomplishments in diverse professional settings. Served with distinction in the highest offices, including the Executive Office of the President of the United States under two administrations. Granted the highest level of security clearance within the federal government and entrusted with the nation's most sensitive classified information and programs. Advisor to senior executives in organizations world-wide.

Steward of financial and human resources in federal agencies and institutions of higher learning. Experienced in faculty governance and education policy. Dedicated to bridging the gap between theory and practice, knowledge and action through research, teaching and consulting. Teaches full-time, part-time, corporate, and executive MBA students abroad and in the United States. Uses collaborative approaches to identify and pursue corporate and institutional goals through organizational redesign, systemic thinking, interactive planning, and new technologies. Strong personal commitment to leading with integrity and inspiring people to envision, pursue, and shape the future of their institutions.

## **PROFESSIONAL EXPERIENCE**

2005 to present      **Associate Dean, Office of External Strategy**  
**Professor of the Practice in Systems Thinking and Design**  
**The University of Maryland Robert H. Smith School of Business**  
Suite 3570 K Van Munching Hall College Park, Maryland 20742

### **Associate Dean of External Strategy**

- Leads the offices of Marketing Communications as well as Recruiting and Career Services in the Office of External Strategy at the Robert H. Smith School of Business. Manages the School's interaction with over 450 corporate clients from various industries and non-profit organizations. Strategically aligns academic and corporate interests in pursuit of pragmatic advancement of knowledge, social entrepreneurship, fundraising campaigns, and mutually beneficial innovative business partnerships.
- Supervises 40 faculty and staff members, develops performance excellence standards for each entity and aligns efforts to the University of Maryland's overarching goals and with the Smith School's strategic priorities. Directs all

personnel actions impacting professional development, promotions, reallocations and placement.

- Manages multimillion budget and continually seeks improvement of initiatives to optimize allocation of resources and make effective use of public funds.
- Developed vision and strategic plan for a Smith Corporate Center aimed at engaging and strengthening collaboration and partnerships with corporate and government entities. Secured \$8,000,000 gift to make this center a reality.
- Represents the Smith school with the media, e.g., *The Washington Post*, *The Baltimore Sun*, *Business Week Online*, NBC, and public television.
- Delivers strategy briefings to the Dean's Advisory Council and Board of Visitors twice a year.
- Established and Co-Chairs the Smith Excellence Team, formed to assess Smith School's rankings within the academic community and to make system changes in response to findings. Advises the Dean on issues regarding the growth, development and overall preeminence of the school as it relates to national and international rankings, quality of the student experience, and employer satisfaction with recruiting and placement.
- Represents the Robert H. Smith School of Business and the Dean at selected events to convey the message of how the school has achieved excellence in education and service. Serves as keynote speaker at national and international events and contributes to panels, forums, programs and publications to promulgate the dissemination of best practices world-wide.
- Hosts faculty, employer, and student focus groups to take the "pulse" of stakeholders, with the intent of revitalizing leadership initiatives that bring about positive change, transformation, and value to the school.
- Collaborated with Georgetown University, Villanova University, Duke University, University of Virginia, and the University of North Carolina to benchmark operations and practices at these top-ranked institutions.
- Represents the Smith School at the Dean's Affinity meetings in Chicago, a forum of deans from major public institutions who gather to share problems and solutions of common interest.
- Executed the first "State of Smith" address to the Smith community. This marked the beginning of a number of efforts to communicate the Dean's vision to the school at large, with the purpose of making the institution stronger. Leads the brand promise campaign for the Smith School.

- Conducts outreach to alumni around the world and at home. The recruiting team has continued to solidify alumni clusters in Seoul, Tokyo, Beijing, Shanghai, Bangkok, Bogota, and in U.S. cities.
- Hosted and served as keynote speaker at the “Diversity at Smith” program, which helped to increase the percentage of under-represented applicants from 19% to 24% in 2009.
- Led and hosted the Smith Undergraduate Career Fair. A total of 815 students and 81 employers participated in the event.
- Developed the Dean’s Internship Initiative for first-year MBA students at Smith. Placement of students in departments within Smith for the 2009 summer was 99%, significant given the current economic conditions and state of the employment market. Business Week online ranked Smith student placement 6<sup>th</sup> in the United States for 2009.

### **Executive Director, QUEST Honors Fellows Program**

- From 2005-2008, led the premier undergraduate fellows program of the Robert H. Smith School of Business, the A. James Clark School of Engineering and the College of Computer, Mathematical and Physical Sciences of the University of Maryland, College Park. Established the academic and strategic vision of the program. Interacted with the leadership of the Clark School to ensure seamless coordination and collaboration. Chaired the Board of the QUEST Brumberger Consulting and Innovation Conference and the Curriculum Review Board.
- Established strategic partnerships with over 25 professional organizations to generate program revenue, create consulting platforms for Total Quality Practicum student teams, and bring about relevant and tangible contributions to organizations. Leveraged partnerships with clients as an opportunity for student employment.
- Served as a conduit to connect QUEST corporate partners with other offices within the school to support the mission and the growth strategy of the Smith School. Collaborated with the Dean of Undergraduate Studies, Recruitment and Business Development through participation in the business development meetings to establish new clients and corporate partnerships for the school as a whole.
- Increased program revenue four-fold, to over \$200,000 per year. Contributed revenue annually from Total Quality Practicum project fees to the Robert H. Smith School Foundation.
- Established QUEST consulting guidelines and academic requirements. Designed instructional systems and protocols to transfer learning from

consulting projects and to bridge the learning gap between industry and academia.

- Received a donation unprecedented in the history of the University from a current undergraduate student who was inspired by the positive experience and overall support received during his time in the QUEST program.
- Expanded QUEST branding and marketing through public television, podcasts, professional conferences, corporate events, and student events, resulting in doubling the amount of corporate partnerships for the program. Created promotional materials for the program.
- Led an average of ten faculty members from the colleges of business, engineering, and computer, mathematical and physical sciences in advising Total Quality Practicum teams each year. Established consulting protocols and had oversight of faculty guidance to teams and student team interaction with clients.
- Empowered and involved students in the design of experiences that facilitated key administrative processes while enhancing student learning. Opportunities included a course in team mentorship and facilitation, participation with the QUEST selections committee, the QUEST student organization, and volunteer opportunities in all program events.
- Reinvigorated alumni participation in the program through the creation of the QUEST Alumni Council. Reached out to alumni in leadership roles at a variety of organizations to strengthen and continually expand the QUEST community of contributors.
- Unified the QUEST community through the implementation of integrative learning forums. An average of thirteen customized activities per semester enabled students to interact with professional partners, Smith community members, and each other. Forums stimulated students' social consciousness, expanded their professional development, and sensitized them to their role in the school, the university and the community.
- Initiated innovations for QUEST, including creating the QUEST Brumberger Innovation and Consulting Conference, the project of the year award, established the *Food-for-Thought* learning reflection forums with students; developed an intranet for students to enhance student and administrator interaction; and created a wellness and stress reduction events and the Senior Retreat to prepare students for the senior consulting projects.
- Chaired the QUEST curriculum review board and facilitated bi-annual meetings to ensure relevancy of program curriculum. Added the Systems Thinking for Managerial Decision Making both to the QUEST curriculum and as an elective for business students.

### **Executive Education Senior Fellow**

- Serves as academic director and instructor in executive custom programs in multinational corporations such as Lockheed Martin. Has consistently received superlative feedback from senior executives and has been selected by Lockheed Martin's leadership to offer customized strategy sessions for company's high potentials. Supported Lockheed Martin in special sessions nationally from California to Pennsylvania.
- Serves as Executive MBA Director and Action Learning Project (ALP) Advisor and consultant for defense service providers such as SAIC (Science Applications International Corporation). Advises ALP projects and functions as cohort director for EMBA. Developed consulting framework for EMBA program action learning teams. Guides teams with technical advice and orchestrates interactions between Smith program administrators and corporate leadership. Facilitates faculty meetings to assist faculty familiarization with the company culture and student demographics and characteristics to ensure proper continuity of the Smith experience for each participant.
- Lectures in EMBA international programs in Asia, Europe and the Middle East. Selected by GE Shanghai to lead senior teams in developing Blue Ocean strategies in support of the organic growth of the company in Asia. Taught in first MBA on-site corporate program in OTIS in Tianjin, China. Used *Centra* technologies to offer distance learning from College Park to various locations in China.
- Represented Smith at the International EMBA conference in Barcelona, Spain. Selected by conference organizers to kick-off the conference with a special keynote and reception for deans, administrators and faculty members.
- Developed a train-the-trainer mini-MBA program for the International University of Gaza dean and senior faculty members in Cairo, Egypt. Designed and delivered curriculum and served as consultant in instructional systems design and program specifications. Success of the program was evidenced by the continued commitment of the benefactor to institutionalize the program. CNN.com and *Time* showcased this innovative program and The Education for Employment Foundation distributed a press release for the international community.
- Develops and teaches customized programs for Anne Arundal Health System and Entergy. These customized programs include mastery and strategic exploration sessions. Focus is on systems thinking, strategic and interactive planning, Six Sigma, statistical thinking for managers, organizational transformation, and customer-based improvement and design initiatives.
- Provided technical advice and facilitation to the first Smith-wide faculty and staff team chartered with the Idealized Design of Executive Education.

## Professor of the Practice

- Designs education programs and facilitates strategic sessions for senior executives of global companies, programs that focus on strategic thinking and action, as well as performance excellence and systemic decision making.
- Teaches full-time and part-time MBA and EMBA programs abroad and in Maryland as well as undergraduate programs. For the past four years, received one of Smith's "Top 15% Faculty Awards."
- Uses new technologies to customize the learning experience for the student, including use of wikis, YouTube, blogs, and other interactive tools to lead learning interactions beyond the confines of the traditional classroom. This work has resulted in an invitation to make a presentation at the University of Maryland's Innovations in Teaching and Learning Conference, sponsored by the Office of Information Technology and the Center for Teaching Excellence.
- Teaches a broad range of courses, including Introduction to Design and Quality, Systems Thinking for Managerial Decision Making, Total Quality Practicum, Total Quality Management, Six Sigma, and Systems Approach to Project Management.
- Supervises 30 undergraduate student teams each year who engage in innovation, design and consulting efforts. Courses require lab time, interaction with corporate clients, and supervision of consulting work.
- Encourages students to be innovative, for example, by designing class projects around the G.E. Ecomagination Challenge resulting in the highest number of submissions of any university within the United States and receiving national recognition from GE/mtvU. Led QUEST teams two years in a row to the Congressional Auto Show Gala in Washington, D.C., to present automotive project innovations. Supported student team efforts to pursue patents to protect their innovations, which now hold patent-pending status with the United States Patents Office.
- Collaborated with a team of students and the Public Affairs Group in Washington, D.C. in the study and analysis of the Diversity Web Sites Best Practices. The publication received widespread distribution among Fortune 500 companies and sold for \$495.00 each.
- Supports various students associations as speaker and advisor. Supports other Smith-wide undergraduate events such as the ethics forums as moderator, panelist and contributor.

2004 to 2005

**Chief Academic Officer****The National Graduate School for Quality Management***186 Jones Road, Post Office Box 674, Falmouth, MA 02540*

- Represented the institution at the New England Association of Schools and Colleges to ensure compliance with accreditation guidelines and led the institution through re-accreditation, resulting in a ten-year extension. Assisted in State licensure process at various sites nationally and established assessment procedures to monitor the school's academic performance on an ongoing basis to meet all accreditation requirements.
- Developed and briefed the institution's growth and expansion strategy to the Board of Directors and lead expansion efforts to bring the school to the State of California. Spearheaded the first national rollout and was instrumental in creating degree programs at Boeing, United Technologies, and the U.S. Coast Guard. Coordinated efforts to create an NGS Español division in Spanish-speaking countries. Initiated efforts with the Panama Canal Commission and with the Department of Defense to bring the school to installations in Spanish-speaking locations. Principal representative of faculty and student affairs at board meetings.
- Led the establishment of the academic infrastructure at new sites by working with political leaders, corporate and military partners, and the local community to ensure a smooth and socially friendly integration of the school at each site and proper compliance with the state licensure requirements.
- Assisted the president and founder in developing fundraising campaigns and establishing new strategic and contributing partners. Instrumental in brokering a two-year partnership with the U.S. Coast Guard to be the sole source of on-site degree education. Established partnership with the ANSER Institute in Shirlington, Virginia, to offer a Certificate Program in Homeland Security.
- Had national oversight of curriculum content and sequence of courses, and ensured internal consistency and technical accuracy of all instructional materials. Led and facilitated regional and national faculty meetings.
- Served as liaison between faculty and administration and reviewed feedback instruments to assess faculty overall performance, delivery of instruction, and students' perceptions. Established guidelines and updated academic policies in official National Graduate School student and faculty publications.
- Established criteria for hiring faculty and developed strategies to retain members whose intellectual and creative interests matched the strengths and targeted opportunities of the school. Oversaw more than 70 faculty members with doctorate and masters level degrees in Statistics, Industrial Psychology, Finance, Economics, Engineering, and Counseling, among others. Developed

and presented a faculty incentive and compensation system to the President and Board of Directors. Created new organizational structure to ensure openness in communication and to build a sense of belonging and accountability throughout the NGS national community of learning.

- Had national oversight of the Master's Business Projects (MBP), a research program that all students must participate in to graduate. Trained new MBP faculty supervisors. Ensured the proper application of program evaluation instruments.
- Served as researcher and consultant to NGS clients interested in the application of systems thinking and quality systems management methods to homeland security. Developed curriculum and conducted in-house professional education to NGS clients in public and private organizations.

1998 to 2004

**Director, Customer Support and Organizational Development  
The White House Military Office (WHMO)**

*The White House, East Wing, Washington, D.C., 20500*

- Spearheaded historic transformation in a highly political and multicultural joint-service military and civilian organization, with over 2,200 personnel, including deputy assistants to the President, special assistants to the President, military commanders and aides to the President. This effort led to an organization-wide redesign aimed at flawlessly executing presidential quality support world-wide. Designed and implemented new organizational structures, policies, and operational guidelines without disrupting tactical and operational support to the President in his three constitutional roles.
- Regularly represented the White House Military Office aboard Air Force One and Marine One Helicopter on presidential trips world-wide. Traveled as a guest of President Clinton aboard Air Force One on selected trips. Empowered to direct Department of Defense assets in support of the President. Ensured support provided was in compliance with presidential quality standards, Secret Service safety and security specifications, and Department of Defense regulations.
- Completed emergency action education and training certification requirements, and supported continuity of government and continuity of the presidency programs at the highest security classification levels of the presidency of the United States. Participated in contingency planning and scenario planning sessions and exercises aimed at developing and executing action plans under the most adverse conditions or attacks on the President of the United States.
- Provided ongoing technical guidance and advice to the Executive Office of the President, Office of Management and Administration, resulting in transformation of its operations through the application of strategic planning,



idealized design, Web-enabled technologies, and best business practices aimed at enhancing productivity and customer service.

- Appointed lead person for the 2000 presidential transition. Served as liaison between the Democratic administration transition team, the Republican administration and inter-agency team, and all the WHMO entities. Responsible for ensuring a smooth transition, including tailoring services to the new President and coordinating briefings to maintain continuity of the Executive Branch functions. Established and led military personnel cross-functional teams to ensure WHMO compliance with the Presidential Transition Act and Former President's Act.
- Certified by the National Defense University as Chief Information Officer. Designed and implemented the first WHMO Intranet and Web page, which enabled all WHMO personnel to access and secure mission-critical, real-time information from any location in the world, thus enhancing the organization's mission support to the President and the presidential staff.
- Developed and designed Web-enabled business process automation to enhance support to senior White House staff. Spearheaded the development of the first Web-based aircraft manifesting system to track passengers aboard Air Force One and other airlift platforms in support of the President. This initiative created a more flexible and accurate manifesting process, reducing costs by 35% and increasing security of information and accuracy of data.
- Created and directed the first WHMO customer support directorate, which made WHMO more sensitive and responsive to meeting the requirements of the President and the presidential staff. Developed educational sessions on human resources and personnel development for WHMO staff. Designed and administered the first personnel climate survey and White House staff customer survey. Developed a WHMO orientation for new personnel, including the publication of an employee handbook, both firsts for the organization.
- Established an "after-action review" learning system to gather lessons learned from each presidential trip to continually improve mission support. This system became a critical organizational process to assess and redesign presidential support after the terrorist attacks of September 11, 2001. Received letter of appreciation from the White House Chief of Staff for contributions after the attacks of September 11<sup>th</sup>. Awarded Certificate of Meritorious Service from President George W. Bush.
- Represented deputy assistants to the President at events involving officials from the Executive Office of the President, the Department of Defense and other Federal agencies, private industry, and academia. Served as a regular visiting lecturer at the National Defense University Information Systems Management College.

- Recipient of *The Decoration for Exceptional Civilian Service*, the highest Department of the Army and Department of the Air Force honorary award granted by the Secretaries of the Army and the Air Force. This award must be processed through the chain of command to the Incentive Awards Board. Nominees for this award must have established a pattern of excellence and achievements recognized by previous honorary awards up to and including the Meritorious Civilian Service Award.

1999 to 2003

**Chair of Faculty Washington, D.C. Region and Adjunct Faculty,  
The National Graduate School for Quality Management**  
*186 Jones Road, Post Office Box 674, Falmouth, MA 02540*

- Represented the school in official functions and recruited faculty members to support growth in the National Capital Region. Hosted faculty meetings to ensure proper alignment between the school's academic direction and the various sites in the region. Facilitated regional off-sites with faculty members to design customized teaching strategy to address the specific academic needs of a predominantly military student base that experienced unanticipated deployments or assignments.
- Taught performance-based management, strategic planning, benchmarking, project management, and team dynamics at the NGS locations nation-wide. Supervised graduate student research efforts and process improvement studies in real-life organizational settings. Invited to offer commencement address at numerous graduation ceremonies.
- Joined the ANSER Institute for Homeland Security and Research to teach in the first Homeland Security Certificate Program at ANSER in Virginia.

1993 to 1998

**Director, Presidential Quality/Organization and Process Improvement,  
The White House Communications Agency (WHCA)**  
*The White House, Washington, D.C. 20500*

- Selected in a national search to lead the first Presidential Quality Management Office in the history of the White House. Awarded the highest security clearance level granted by the federal government and received presidential duty access to provide direct support to the President of the United States at the White House and at trip sites world-wide. Served as senior advisor on organization and performance excellence to high-level officials of the White House Communications Agency and the White House Military Office. Led organizational redesign that transformed all elements of WHCA, affecting the political, social and technological systems of the most sensitive process of the presidency, secured communications.

- Designed and supervised all research efforts and quantitative studies; developed and analyzed the first external customer satisfaction survey in the White House complex. Used customer feedback to maximize efforts to meet the needs of the President, Vice President, and White House senior staff.
- Guided WHCA leadership in streamlining the agency into eight interactive directorates, accomplished through a multidimensional organizational design. This design enhanced the agency's ability to adapt and respond to an ever-changing environment. Assessed the organization from a systems perspective, using the Malcolm Baldrige Award criteria to measure agency progress.
- Implemented an organization-wide participative boards process to improve communication and coordination of all levels within WHCA; guided agency leadership in policy making and planning; led initiatives to address quality-of-work-life issues and performance improvement.
- Directed the agency-wide education and training program in organizational redesign and personal development; organized and tailored content for professional seminars and workshops; orchestrated the standardization of the newcomers' orientation; directed and produced an in-house movie to be shown on all WHCA recruiting trips and during new employee orientation.
- Traveled world-wide as a Presidential Communications Officer, providing direct telecommunications support to the President, the presidential staff, and emissaries of the President of the United States.

1993 to 2000

**Visiting Professor, Graduate School of Business  
Asturias Business School**  
*Quintana, 11. 33009 Oviedo, Spain*

- Developed, delivered and facilitated professional workshops and seminars to a wide audience, including senior leaders from local industries, consultants, faculty and students. Seminars covered the subjects of innovation, strategic choice, shaping the corporate future, managing fear in the workplace, and strategic exploration.
- Facilitated strategic planning sessions at local companies; applied a diversity of planning tools and methods to arrive at pragmatic business solutions.

1993 to 1997

**Technical Advisor, The Deming Library Videotape Series  
Clare Crawford-Mason Productions (CC-M)**  
*8510 Cedar Street, Silver Spring, MD 20910*

- Served as technical consultant and advisor on Spanish adaptations of the Deming Library Series; videos ultimately became the only source of Spanish education endorsed by quality expert W. Edwards Deming.

- Planned and developed innovative marketing strategies targeting Latin American markets; also served as technical advisor for publications to disseminate the advancement and understanding of the Deming management approach.
- Principal in the three volume videotape series *Better Management for a Changing World*, which has international distribution and was featured on public television.

1993 to 1996

**Adjunct Professor, Human Resources Development  
Graduate School of Business  
Marymount University  
Glebe Road, Arlington, VA 22207**

- Taught *Total Quality Management Theory and Application Strategies* and *Quantitative Methods and Tools for Quality Improvement*.
- Coursework encompassed an in-depth view of the history of quality management, its philosophy, views of experts, organizational change, quantitative methods, and implementation issues; offered students pragmatic methodologies to help them perform as change agents in their own organizational settings.

1991 to 1993

**Personnel Research Psychologist  
Department of the Navy, Office of the Under Secretary,  
Total Quality Leadership Office (TQL)  
2611 Jefferson Davis, Suite 2000, Arlington, VA 22202**

- Served as technical advisor to the Director; assisted with implementation of Total Quality Leadership principles throughout the Department of the Navy (DON), involving both the U.S. Navy and U.S. Marine Corps fleet and shore establishments.
- Served as an internal consultant to senior-level executive teams, in-house advisors, command-level trainers, fleet teams, and other groups relevant to enhancing DON-wide performance.
- Published work received Department of Defense-wide distribution. Designed course materials; developed guidelines for presentations that covered strategic planning, systems thinking, change and transformation, team skills, use of statistical tools and implementation methods.
- Analyzed and rated the quality and comprehension of course materials; used instructional systems design methodology to optimize learning and assist the DON to accomplish the learning objectives.

- Prepared and delivered briefings to military and civilians at all levels; used innovative ways to minimize participants' resistance to new ideas and concepts; represented the TQL Office as a speaker at national conferences, symposia, and forums.

1987 to 1991

**Personnel Research Psychologist**  
**Department of the Navy Personnel Research & Development Center**  
*San Diego, CA 92152*

- Conducted classified and unclassified manpower research to enhance DON's performance capabilities and readiness. Handpicked to participate in the Scientists at Sea program. Invited to the USS Constellation and USS Enterprise carriers.
- Served as consultant and trainer to an array of Naval organizations concerned with implementing quality principles. Taught TQL implementation seminars. As chief instructor, had oversight for training modules, course revisions, and the development of new instructors. Developed curriculum parameters, deployment thereof and evaluation methods; provided training to the Office of the Secretary of Defense.
- Developed a rigorous assessment process to gather data on resources and courses. Analyzed course feedback and monitored content changes and updates; served as technical advisor to the Naval Aviation Depot in Alameda; the Naval Supply Center in San Diego, and the Chief of Naval Operations Atlantic Fleet TQL Teams; co-authored the education and training strategy for Total Quality Management in the Department of Defense.

1986 to 1987

**Management Consultant**  
**Lucy Lopez-Roig & Associates**  
*400 Domenech Ave. Suite 701, Hato Rey, PR 00917*

- Served as a quality control facilitator and consultant to manufacturing, service and government organizations; conducted training on statistical process control and team building; led seminars on quality control tools; facilitated quality circles and department-level strategic planning off-sites.
- Administered and analyzed organizational climate surveys; authored reports on tests encompassing personnel selection, classification, and placement.

## **EDUCATION**

### **Degrees**

University of Puerto Rico, Rio Piedras, PR  
Ph.D. in Industrial/Organizational Psychology, 1992

University of Puerto Rico, Rio Piedras, PR  
Master of Arts degree in Industrial/Organizational Psychology, 1987

Inter-American University, San Juan, PR  
Bachelor of Science degree in Psychology and Education, 1984  
Graduated Cum Laude; Dean's List; Golden Key National Honor Society

### **Certifications and Memberships**

Hogan Assessments Systems, Inc  
Hogan Personality Inventory Certification, 2008

Belmont University, Nashville, TN  
Certified Implications Wheel Facilitator and Planner, 2002

National Defense University, Washington, D.C.  
Chief Information Officer (CIO) Certificate Program, 1999

Covey Leadership Center, Licensed Facilitator, 1997

Visiting Technical Fellow, Lockheed Martin Corporation  
Member of the Society of Industrial Psychologists  
Contributor to the W. Edwards Deming Institute  
Member of Excellence in Government Council  
Founder, J. Gerald Suarez Consulting, LLC  
Board Member, weBike, LLC  
Board Member, Brumberger QUEST Innovation and Consulting Conference

### **Security Clearance**

Top Secret/Secured Compartmented Information (TS/SCI); Presidential Support Special Duty Access

### **Languages**

Fluent in English and Spanish.

### **Noteworthy Awards and Recognition**

- Brumberger QUEST Innovation and Consulting Project of the Year Faculty Advisor, 2008.
- Phillip Merrill Presidential Scholar Faculty Mentor, 2008.
- Nominated for Dean, Spring 2008 Robert H. Smith School of Business.
- Winner of the Prestigious Allen J. Krowe Award for Teaching Excellence, 2008.
- University of Maryland Robert H. Smith School of Business Top 15% Faculty Member, 2005, 2006, 2007 and 2008.
- The National Graduate School Most Distinguished Faculty Member of the Decade Award for 1993-2003.
- The 4<sup>th</sup> Dali Original Sculpture Award in 2008, a Spanish award given to individuals who make significant contributions to the advancement of social responsibility. First awarded to King Juan Carlos and Queen Sophia of Spain.
- The prestigious Gerry B. O'Connell Teaching Award, The National Graduate School.
- The Decoration for Exceptional Civilian Service Medal, the highest Department of the Army and Department of the Air Force honorary award granted by the Secretaries of the Army and the Air Force.
- The George W. Bush Commander-in-Chief Coin for direct support to the President in his role of Commander-in-Chief.
- White House Distinguished Service Award.
- White House Certificate for Meritorious Service during the attacks of September 11, 2001.
- The White House Military Office Commander's Award for Outstanding Service.
- The White House Medical Unit Outstanding Support Award.
- Presidential Retreat Camp David Award.
- Defense Information Systems Agency Performance Award. (3)
- Defense Information Systems Agency Eagle Award for Outstanding Leadership.
- The 49<sup>th</sup> Jovellanos Award in 2002, an exclusive Spanish award given to individuals who make significant contributions to the advancement of social responsibility. First awarded to King Juan Carlos and Queen Sophia of Spain. Presented by the Mayor of the City of Gijon.
- The Canary Islands Public Service Award presented by the Cabildo (Mayor) of Gran Canaria, Spain.
- Department of the Navy Fleet Support Service Award.
- Navy Personnel Research and Development Center Superior Performance Award.
- Department of Defense Letters of Appreciation from the Undersecretary of the Navy, the Chief of Naval Education and Training, the Chief of the Atlantic Fleet, the Dean of the National Defense University, the Commander of the Navy Personnel Research and Development Center and other Department of Defense leaders. (14)
- Sustained Superior Performance Awards (12); Certificates of Achievement. (6)

## **PUBLICATIONS AND MULTIMEDIA**

“Shutters4Scholars: Bringing Hope to the Children of Ukraine” (2009). Business Close Up, Maryland Public Television.

“Fifteen Years of Excellence: The Brumberger QUEST Innovation and Consulting Conference” (December 2008), Smith Webcast, College Park, <http://rhsmith.umd.edu/news/stories/2008/quest-conference.aspx>.

“Using Web 2.0 to Customize Learning for the Millennial Generation.” (April 2008). Paper presented at the University of Maryland’s Innovations in Teaching and Learning Conference, College Park, MD.

“Who’s Who in Quality.” *Quality Progress*, 40, 6. (June 2007) p. 21.

“Closing the Gap Between Knowledge and Action.” (May 2007). Smith Podcasts, College Park, MD. <http://www.smith.umd.edu/news/rss/podcast/library/2007/video/sbcu.suarez.html>.

“What I Learned in China.” *The Faculty Voice*. (March, 2007) p. 8-9.

“Managing Fear in the Workplace to Create a Culture of Trust.” (June 2006). Smith Podcasts. College Park, MD.  
<http://www.smith.umd.edu/news/rss/podcast/library/2006/video/sbcu.suarez.html>.

Contributor to *500 Web Sites: A Quantitative and Qualitative Diversity Assessment*, Public Affairs Group, Washington, D.C., 2006.

Solving America’s Education Crisis. *The Baltimore Sun*. Monday December 15, 2005 p. 11A.

Education: The First Step in Securing Our Nation: *Border and Transportation Security* BTS, 2005, p. 120.

*Leading Learning and Driving Results*. (2004). Falmouth, MA: National Graduate School Press.

*White House Military Office Employee Handbook*. (2003). Washington, D.C.: White House Military Office Customer Support and Organizational Development, CSOD Publication.

*Master’s Business Project: A Primer for Faculty and Students*. (2003). Falmouth, MA: National Graduate School Press.

Learning from our mistakes . . . and those of others. *Zona Comercial*, 2(1), 2002.

An Interview with J. Gerald Suárez. *Zona Comercial*, 1(3), 2001.

*An Introduction to the White House Military Office*. (January 2001). Washington, D.C.: The White House Military Office Customer Support and Organizational Development, CSOD Publication.

Jacques, M. L. (1999). Transformation and Redesign at the White House Communications Agency. *American Society for Quality Management Journal*, 6(3). (Interview with Dr. Gerald Suárez.)

Ryan, K., & Oestreich, D. (1998). *Driving Fear Out of the Workplace*. New York: Jossey-Bass. (Foreword written by Dr. Gerald Suárez).



*El Miedo en las Organizaciones*, Third Edition (2003) Oviedo, Spain: Asturias Business School ISBN 84-605-8382-1

*Building for the 21<sup>st</sup> Century* (December 1997). Washington, D.C.: The White House Communications Agency Presidential Quality Office.

*Tres Expertos en Calidad y el Miedo en las Organizaciones* (1997). Oviedo, Spain: Asturias Business School.

*Creating the Future: An Idealized Redesign of the White House Communications Agency*. (November 1996). Washington, D.C.: White House Communications Agency.

Fear in the Workplace. (July/August 1997). *Harvard Deusto Business Review*, 79, 4-14.

Managing Fear in the Workplace. (December 1994). *Journal for Quality and Participation*, 17(7), 24-29.

*Liberación del Miedo en las Organizaciones*. (1994). San Juan, PR: Quality for Business Success.

Clare-Crawford Mason Productions (Producer). *Better Management for a Changing World* (Videotape series). Part 5, Managing Fear; Part 6, Change, Improvement and Fear; Part 7, Managing Fear: How to Begin. (1994). (Available from Clare-Crawford Mason Productions, 8510 Cedar Street NW, Silver Spring, MD 20910.)

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## SELECTED KEYNOTE ADDRESSES AT NATIONAL AND INTERNATIONAL EVENTS

*The Fierce Urgency of Now.* The White House Communications Agency, The White House, Washington DC, 2009.

*Jovellanos Ayer y Hoy.* Foro Jovellanos, Gijon, Spain, 2008

*Getting to the Future First: Leading and Learning in a State of Possibilities.* International Executive MBA Conference, Barcelona, Spain, 2005.

*Transforming Patterns of Fear into Patterns of Hope.* University of Pennsylvania, Center for Organizational Dynamics, Philadelphia, PA, September, 2005.

*Teaching and Learning in the Age of System.* University of Continuing Education Association. University of Chicago, September, 2004.

*Organizational Redesign.* National Defense University Information Resources Management College, Washington, D.C., April 2003.

*A Systems Approach to Terrorism: Applying Quality Tools and Methods.* ANSER Institute, Shirlington, VA, July 2003.

*Managing Fear and Building Trust.* American Society for Quality Control National Conference, Kansas City, MO, May 2003.

*Systems Thinking, Leadership and the Human Dimension.* The National Defense University Information Resources Management College, Washington, D.C., April 2003.

*A Systems Approach to Homeland Security.* The National Graduate School Leadership Conference on Homeland Security, North Falmouth, MA, March 2003.

*“Z” to “A” Planning.* Motor Vehicle Administration Managers Retreat, Maritime Institute, Linthicum, MD, May 2002.

*Applying Systems Thinking in the Public Sector.* III Congreso Gallego Da Calidade, Santiago de Compostella, Spain, April 2002.

*Innovation . . . Yesterday and Today.* Foro Jovellanos, Gijon, Spain, April 2002.

*Building Trust.* Burger King Latin America Annual Conference, Key Biscayne, FL, October 2000.

Motor Vehicle Administration 1<sup>st</sup> Annual Supervisors Quality Leadership Conference. *Managing Fear in the Workplace.* Johns Hopkins Applied Science Laboratory, Baltimore, MD, October 2000.

The W. Edwards Deming Institute Spring Conference and Community Symposium: *Managing Fear and Building Trust within Government Organizations.* Tacoma Washington, April 16-18, 1999.

*Building For the 21<sup>st</sup> Century.* Strategic Planning for Government: Charting the Future by Designing, Implementing, Aligning and Measuring Strategic Initiatives, IQPC Worldwide Pte. Ltd., Singapore, July 1998.

*Creating the Future.* Council for Continuous Improvement, Annual Conference, Sacramento, CA, July 1998.

*Shaping Your Organization's Future.* MAQIN Eleventh Annual Hunter Conference, Madison, WI, June 1998.

*Evaluación de Las Políticas Públicas y Gestión de La Calidad.* The University of Las Palmas of Gran Canaria, Canary Islands, Spain, October 1998.

*Quality: Global Perspective for Growth and Development.* The Medical Device Industry 3<sup>rd</sup> Annual Conference, San Juan, PR, May 1998.

*Moments of Truth.* Insurance Consumer Affairs Exchange, New Orleans, LA, March 1998.

*Liberating Fear from the Workplace.* Triple-S Inc. Annual Sales Award Banquet, San Juan, PR, February 1998.

*Managing Fear in the Workplace: The Key to Succeed in the New Economic Age.* Sales and Marketing Executive Association International, San Juan, PR, October 1997.

*Interactive Idealized Redesign.* The Supreme Court of the Commonwealth of Puerto Rico, Professional Series, San Juan, PR, April 1997.

*Beyond Total Quality Management.* Duro Felguera Group, S.A. Oviedo, Spain, October 1997.

*Designing Effective Organizations.* Esmena S.A. Oviedo, Spain, May 1997.

*The New Economic Age.* Asturias Business School, Oviedo, Spain, April 1994.

*Quality, Education and Competitiveness.* Puerto Rico 2000 Annual Conference and Exhibits, Ponce, PR, June 1994.

*International Symposium on Quality Management, Professional Council for Science and Economics/Government of Argentina,* Buenos Aires, Argentina, June 1994.

*The New Economic Age.* National Society of Hispanic MBAs, Fourth Annual Conference and Career Expo, Washington, D.C., October 1993. (Breakout session presentation)

*Fear in the Workplace.* World Quality '92, Fourth National Quality Symposium & Exhibits sponsored by Texas Instruments, Dallas, TX, October 1992. (Breakout session presentation)

**RESEARCH AND CONSULTING WITH EXTERNAL ORGANIZATIONS**

- Anne Arundel Healthcare System, Annapolis, MD
- Ahold Group
- Asturias Business School
- Avon Corporation
- Bacardi Corporation
- Blue Cross and Blue Shield
- Burger King International
- Canary Island Chamber of Commerce
- Club Asturiano de la Calidad
- Clare Crawford-Mason Productions (Management Wisdom)
- Department of Defense
- Duro Felguera, SA
- Entergy
- Esmena, SA
- General Electric, Shanghai and Maryland
- ICAE – Insurance Corporation
- Information Systems Management College, National Defense University
- International Quality and Productivity Center
- Janssen Pharmaceutical
- Johnson and Johnson
- Kansas Association of Counties
- Lockheed Martin Corporation
- Motor Vehicle Administration, Maryland
- R.J. Reynolds
- Sales and Marketing Executive Association International – PR Chapter
- Sandia National Labs
- Scientific Applications International Corporation
- The Supreme Court of the Commonwealth of Puerto Rico
- Triple S, Inc.
- University of Continuing Education
- U.S. Army
- U.S. Air Force
- U.S. Coast Guard
- U.S. Navy

**REFERENCES**

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