

Maurice M. Shihadi, Ed.D.

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Business and Information Technology Analyst . . . highly successful in helping small business owners to become more efficient, effective, and profitable by providing technology training and integration, business, marketing, and financial planning. . Leadership, strategic planning, market analysis, and business development skills are inherent traits that are fine-tuned through my hands-on experience. For the past nineteen years, I have been using my business talents to help small business owners with technology, marketing, labor issues, and financial affairs. I am a dynamic leader with a friendly communication style. My business to business web portals can be found at <http://adjuncts.net> and <http://anacru.com>.

Professor . . . experienced as an adjunct and full-time faculty member on the community college, university, and K-12 level. I've taught face to face and online business and technology courses related to accounting, management, human resources, marketing, e-commerce, web development, conflict resolution, negotiating strategies, and customer service among others. I've also managed computer support labs, provided career advisement and placement, and have served on college committees including curriculum, grant writing and distance learning.

COMMERCIAL EMPLOYMENT

Michael I. Shihadi	Jan. 1980 to May 1986 and	Financial Adviser/
Financial Accounting Services	Sept. 2001 to Present	Bookkeeper

- Process Accounts Payable, Accounts Receivable, and Payroll
- Create Limited Partnerships for Small Businesses
- Process Quarterly Taxes for Small Business
- Process Federal and State Tax Returns
- Consult Small Business Clients in Areas Related to Finance, Management, Human Resources and Technology

Anacru Consulting	Jan. 1988 to Present	Business Analyst/Consultant
Business Consulting, Web Hosting and Design		

- I am the owner and operator of two web sites: anacru.com, which provides business process outsourcing services; and adjuncts.net, which provides technical support and advice to teachers and home schooling parents.
- Provide staff development training seminars in the following areas:
Business, Accounting, Change Management, Coaching and Mentoring, Conflict Resolution, Customer Service, Diversity, E-Business Technologies, Effective Communication in the Workplace, Electronic Commerce, Help Desk, Managerial Development, Office Computer Applications, Project Management, Team Building, Specialized Computer Applications (Lacert Professional Tax Software by Intuit, Quickbooks Point of Sale and Customer Management by Intuit, Taxwise Business Products by Taxwise, and Collectmax by JST Technologies)
- Produce the Following Documents:
Business Plans, Formal Proposals, Marketing Plans, Needs Assessments, Systems Analysis and Design, and Service Quality Assessment
- I have also managed a variety of special projects including helping small businesses better organize themselves for cost effectiveness.

ACADEMIC EMPLOYMENT

University of Phoenix January 2004 to Present **Adjunct Professor**
Columbia, Maryland

- Teach Business courses as needed.

St. Michaels Catholic School April 2004 to Present **Technology Coordinator**
Silver Spring, Maryland **Full-Time**

- Teach computer courses to grades K-8.
- Maintain a computer lab comprising approximately 38 machines.
- Maintain teacher workstations and train faculty as needed.

Montgomery College Sept. 2001 to 2003 **Adjunct Professor**
Rockville and Takoma Park MD Campuses

- Business and Technology Professor and Continuing Education Trainer
- Teach Management, Marketing, Human Resources, Accounting, Finance, Small Business Management and Conflict Resolution. Computer Application courses are also taught as needed.

Univ. of Maryland Univ. College Jan. 2002 to Jan. 2003 **Adjunct Professor**

- Teach “Human Resource Management in Technology-Based Organizations” and “Marketing Technology-Based Products and Services”.

Cypress College, Cypress California Sept. 1999 to Aug. 2001 **Adjunct Professor**

- Full-Time Temporary and Adjunct Instructor
- Taught Web Page Design, HTML, and JavaScript courses.
- Created the department web site.
- Produced distance-learning curriculum for over 20 courses.
- Managed the department computer lab.
- Conducted a needs assessment study in conjunction with a doctorate degree.

Saddleback Community College Jan. 2000 to Aug. 2001 **Adjunct Professor**
South Orange County Community College District

- Taught Windows and Computer Concepts courses.
- Processed statistical reports concerning student retention, budgeting, and needs assessment.

Centennial Education Center Jan. 1997 to Aug. 2001 **Adult Education Instructor**
Santa Ana, California

- Taught a course entitled “Introduction to the Internet” to limited English speakers.
- Taught staff development courses regarding the use Microsoft Office applications.

Santa Ana College Jan. 1997 to Aug. 2001 **Adjunct Professor**
Santa Ana, California

- Taught Office Procedures, Accounting, and Tech Support Help Desk.
- Taught Microsoft Word, Excel, Access, PowerPoint, and FrontPage, Adobe Photoshop, Macromedia DreamWeaver and Flash.

Saddleback Valley Adult Education Jan. 1994 to Dec. 1998 **Teacher/ Trainer**
Mission Viejo, California

- Taught Accounting, Business, Business Math, and Excel.
- Taught Windows and all Microsoft Office applications.

Coastline Community College Jan. 1993 to Aug. 2001 **Adjunct Professor**
Fountain Valley, California

- Taught Microsoft Word, Excel, Access and PowerPoint as well as “Introduction to the Internet and HTML”.

Central County ROP Jan. 1990 to Aug. 2001 **Occupational Instructor**
Santa Ana Unified School District, Santa Ana, California

- Taught English as a Second Language, Accounting, Office Skills, Telephone Techniques, and Global Business.

Santa Ana Unified School District Jan. 1987 to June 1991 **Junior High/ High School Teacher**
Santa Ana, California

- Taught ESL, Math, English, Instrumental and Vocal Music.

EDUCATION

Doctorate of Education (Ed.D.), Organizational Leadership, Pepperdine University, Malibu, California, April 2001

Dissertation Study: Using an Adapted SERVQUAL Assessment Model to Measure Students’ Perceived Service Quality, April 2001. This study used various factors to describe student perceptions of service quality at Cypress College in Cypress California.

Master of Arts (M.A.), Occupational Studies, California State University Long Beach, Long Beach, California, May 1996

Thesis Study: Occupational Educator’s in Faculty Governance, May 1996.

This study evaluated teachers perceptions of shared decision making in context to the dichotomy between the administrative body and teachers unions.

Bachelor of Science (B.S.), Liberal Arts with a concentration in Music Education, Towson University, Towson, Maryland, May 1986

WELL-DEMONSTRATED EXECUTIVE CHARACTERISTICS

- Development and implementation of strategies and plans to enhance institutional effectiveness.
- Top-notch coach, counselor, motivator, and mentor of personnel at practically every level.
- Lifelong learner with very diverse, valuable expertise in education and corporate worlds.
- Exceptionally high standards, expectations, and accompanying achievements.
- Analysis, simplification, and communication of complex issues and needs.
- Well-proven ability to identify and imbed salient value propositions across departments.
- Identify, develop, negotiate, and land alliances and partnerships crucial to institutional growth.
- Quickly and accurately determine new markets and when/how to enter.
- Strong financial background to contain costs and thrive within restricted budgets.
- Always focus initiatives to improve productivity, stability, quality, and institutional marketability.
- Vast experience in consolidating and streamlining processes for efficiency and effectiveness.

PUBLICATIONS

Grant: Faculty Computer Lab Mentoring Program for Montgomery College Takoma Park Campus – Approved, September 2004

Grant: The Age-Out Cohort Educational Delivery Project for Montgomery College Takoma Park Campus – Submitted, January 2004

Co-Author: Comparison of Student Outcomes of a Synchronous/Asynchronous Computer Mediated (CMC) Video Based Class On-Line with a Weekly Face to Face Session for Dissertation Students presented at the 2004 Hawaii International Conference on Education January 3 in Honolulu, Hawaii.

2002 Annual Marketing Plan for the Irvine Conservatory of Music, January 2002

Doctoral Dissertation Study: Using an Adapted SERVQUAL Assessment Model to Measure Students' Perceived Service Quality, April 2001

Programming Analysis and Needs Assessment Report For the Office of Continuing Education at California State University, Los Angeles, May 2000

Comprehensive Web Site Proposal for the Business Department of Cypress College, Cypress, California, January 2000

A Plan to Build a Virtual Computer Lab for Community College Students: A Comprehensive Examination Presented to the Faculty of the Graduate School of Education and Psychology Pepperdine University, September 1999

Master's Thesis Study: Occupational Educator's in Faculty Governance, May 1996

COMMUNITY SERVICE

Appointed Board Member for the Montgomery County Department of Social Services

Member of Friends of the National Zoo (FONZ)

LICENSES/CERTIFICATES

Clear Vocational Education Teaching Credential, May 1993, Expires 2005.

U.S. Citizen

PROFESSIONAL REFERENCES

Montgomery College Rockville and Takoma Park
900 Hungerford Drive
Rockville, Maryland 20850

Supervisors:

Dr. Jeanann Boyce-Department Chair (Business), 301-650-1445, jboyce@montgomerycollege.edu
Carol Decker-Department Chair (Technology), 301-279-5171, cdecker@mc.cc.md.us

University of Maryland University College
3501 University Blvd.
East Adelphi, MD 20783

Supervisor:

Dr. Amjad Ali-Department Chair, 301-985-6460, aali@umuc.edu

Saddleback Community College/South Orange County Community College District
Supervisor: Tricia Evans-Department Chair, 949-347-2431

Cypress College/ North Orange County Community College District
Supervisor: Patricia Pelachik-Department Chair, 714-484-8049

Centennial Education Center
Supervisor: Catherine Waterman, 410-991-5302

Santa Ana College/ Rancho Santiago Community College District
Supervisor: Hilda Roberts-Dean, 714-564-6775, roberts_hilda@rsccd.org

Saddleback Valley Adult Education
Supervisor: Dr. Linda Cistone, 949-837-8830

Central County Regional Occupation Program - Santa Ana Unified School District
Supervisor: Jack Oaks-Director, 714-566-8420

CONSULTING REFERENCES

Dr. Al Hellman, Scientist, 301-916-6889
Dr. June Schmieder-Ramirez, Professor, 310-568-2308
Charles Turk, Network Engineer, 714-438-4637