

Kerrie Anne Ambort Clark, MBA

The University of Texas at Tyler
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EDUCATION

The University of Texas at Tyler (UT Tyler)
Master of Business Administration (MBA) 4.0 GPA
Bachelor of Business Administration (BBA) Magna Cum Laude

EXPERIENCE

Higher Education The University of Texas at Tyler

School of Medicine

Director, Healthcare Leadership Distinction (2022-Present)

Faculty, PHSS HALM

- Developed competitive strategies for program advancement.
- Designed program curriculum.
- Advanced cross collaboration in academic and medical/healthcare operations through the development of subject experiences in healthcare policy and economics, financial management, organizational behavior, operations management, health insurance and managed care, healthcare quality and safety, patient experience, health IT and analytics, and strategic planning.
- Created course design and cross functional academic opportunities.
- Executed Healthcare Administration, Leadership, and Management competencies.

Soules College of Business

Executive MBA Healthcare Management Program (EMBA-HCM)

Executive Director (2016-Present)

- Developed and executed strategic operations.
- Planned and implemented marketing initiatives.
- Managed academic and practitioner faculty.
- Controlled internal program operating budgets; budget authority.
- Created recruitment and retention plans.
- Conducted industry analysis for competitive program strategies.
- Recruited and developed leadership talent.
- Designed learning management system program template.
- Managed program curriculum delivery.
- Collaborated with University leadership through the Provost Office, Registrar, Business Services, and Office of Graduate Admissions on program development.
- Presented to community healthcare leadership and hospital systems.
- Designed and developed continuous Executive Education initiatives based on strategic market needs; Healthcare Data Analytics Certificate Program.

Soules College of Business
Department of Management and Marketing
Department of Human Resource Development and Technology
Faculty Member (2011-Present)

- Created and delivered Business Core curriculum.
- Developed new and innovative teaching methods.
- Experienced educator in face-to-face, online, and hybrid instruction.
- Awarded UT System Regents' Outstanding Teaching Award.

Academic Leadership Program Development

- **Healthcare Leadership Distinction, School of Medicine** (2022)
- **Patriot Athletic Leadership Academy** developed and taught “Developing the Leader within You” workshop (Spring 2017)
- **The University of Texas at Tyler Leadership Institute: College of Business and Technology Leadership Program** developed workshop/presentation “Developing the Leader within You” for Chairs and Assistant/Associate Deans (Fall 2016)
- **Leadership Curriculum** outlined curriculum and assessment plan for *MANA 2300: Leadership*, worked with the AVP for Assessment/Institutional Effectiveness on request as a core curriculum course sought through the Texas Higher Education Coordinating Board (2016)
- **CBT Leadership Committee** developed and proposed the *Leadership Training and Development Program* for Administrators, Faculty, and Staff (2015)

University College, Adjunct
Faculty Member (2015-2016)

- Developed new course curriculum for BAAS, workplace applications course.
- Created and delivered innovative online education.

Office of Academic Affairs/ Academic Innovation and Student Success
Special Projects Coordinator (2013-2016)

- Worked with State Reciprocity Agreements for online education.
- Initiated online program approvals through THECB.
- Managed faculty academy/workshops for Patriots Applying Technology for Success and Savings initiative.
- Created marketing and branding materials.

College of Arts and Sciences
Executive Health Care Administration MPA Program (EHCA)
Program Coordinator (2010-2013)

- Developed and executed marketing operations.
- Established recruitment and retention plans.
- Coordinated program curriculum delivery.
- Maintained program financial statements and budgets.
- Attended and exhibited at medical conferences and associations.
- Presented program to Texas hospital executives.

College of Business and Technology

Academic Advising Center

Academic Advisor II (2009-2010)

- Established and implemented business advising protocols.
- Mentored students on academic and career goals.
- Developed academic guidelines for major specific degrees.
- Managed graduate assistants.
- Recruited students to University business programs.
- Created marketing materials.

TEACHING EXPERIENCE

The University of Texas at Tyler

Faculty, Soules College of Business (2011 – Present)

Department of Management and Marketing

MANA 1300 Introduction to Business

MANA 3320 Human Resource Management

Department of Human Resource Development and Technology

TECH 2323 Introduction to Computer Applications

University College

UNIV 3332 Workplace Applications

Faculty, School of Medicine (2022 – Present)

SOM Phase I Curriculum

Population Health/System Science – HALM Team

PRESENTATIONS

The Collective Voice, Presenter, Academy Teaching Topics, Academy of Distinguished Teachers, UT Tyler, September 2022

How Academia Changed, Presenter, Tuesday Morning Teaching Talks, Academy of Distinguished Teachers, UT Tyler, December 2021

The Role of Caregivers in the Healthcare Experience, Presenter, Executive MBA Healthcare Management Program MARK 5320 Advanced Marketing Fundamentals, UT Tyler, June 2021

Empathy and the Patient Experience, Presenter, Nurse Managers CHRISTUS® Trinity Mother Frances Health System, April 2021

Fostering Opportunities for Student Success in the Online Learning Environment, Presenter, Tuesday Morning Teaching Talks, Academy of Distinguished Teachers, UT Tyler, February 2021

What is Innovation in the Classroom? An Exploratory Panel Discussion, Panelist, Robert R. Muntz Library, UT Tyler, January 2021

Connectedness in an Online Environment, Teaching Moment Presentation, Society for Marketing Advances Conference, November 2020

Patriot Pal, Project Presentation, UT Tyler Executive Leadership Fellows, October 2020

Connecting with Students in an Online Environment, Presenter, Tuesday Morning Teaching Talks, Academy of Distinguished Teachers, UT Tyler, September 2020

Executive Education, Presenter, Family Medicine Residency Program didactics, UT Health Northeast, August 2020

Faculty Panel on Course Evaluations: Learning from our Students, Panelist, Associate Provost for Undergraduate and Online Education, UT Tyler, July 2020

Executive Women Leaders in Healthcare, Panel Creator/Moderator, East Texas Research Conference, Canceled Due to COVID-19 Pandemic, April 2020

Tips and Tricks on Telecommuting, Panelist, USAC Townhall, UT Tyler, April 2020

Letting Go, Office of Student Engagement- Freshman Orientation, UT Tyler, Summer 2019

Empathy and the Patient Experience, Presenter, Executive MBA Healthcare Management Program MARK 5320 Advanced Marketing Fundamentals, UT Tyler, June 2019

ACHENTX Faculty Roundtable, American College of Healthcare Executive North Texas, Participant, March 2019

Professional Branding, Presenter, St. John Paul II Catholic Campus Ministry, Diocese of Tyler – Texas, February 2019

Mock Class, Office of New Student and Family Programs- Freshman Orientation, UT Tyler, Summer 2018

Executive Education, Family Medicine Residency Program didactics, UT Health Northeast, November 2017

Critical Minds, Teaching Moment Presentation, Society for Marketing Advances Conference, November 2017/2018

Practice and Career Enhancement through Executive Education, Family Medicine Residency Program Practice Management Lectures, UT Health Northeast, October 2017

PictureThis, Cengage Pride/Ferrell Innovations in Teaching Competition, Society for Marketing Advances Conference, November 2016

PictureThis, Teaching Moment Presentation, Society for Marketing Advances Conference, November 2016

Developing the Leader within You, The University of Texas at Tyler Leadership Institute, College of Business and Technology Leadership Program, October 2016

Elements of Leadership, Fall Regional RHP 1 Roundtable, CHRISTUS® Trinity Mother Frances Health System, September 2016

Executive Education, Family Medicine Residency Program didactics, UT Health Northeast, July 2016

ENGAGEMENT

Association of American Medical Colleges [AAMC] "Lessons Learned from the Last Two Years: Creating Effective Mentorship Programs" Webinar, October 2022

Association of American Medical Colleges [AAMC] "2022 Annual Sullivan Lecture", John Bluford - crucial topics in healthcare and social justice, October 2022

Association of American Medical Colleges [AAMC] "Diversity, Equity, and Inclusion Competencies Across the Learning Continuum (IDEAS)" Webinar, September 2022

Association of American Medical Colleges [AAMC] "Building Better Curriculum" Webinar, September 2022

Increasing Student Engagement with Dr. Colleen Swain, UT Tyler Faculty Development, Attendee, September 2022

Post-Pandemic Teaching and Learning: What Stays? What Goes? With Dr. Jean Mandernach, UT Tyler Faculty Development, Attendee, September 2022

UT System: Technology-Enabled Teaching & Learning Conference, Invited Attendee, March 2022

Executive Women in Texas Government Professional Development Conference, Attendee, November 2021

Positive Leadership in Academia - The Challenge of Unconscious Bias, UT Health Science Center, Attendee, October 2021

Ethical Challenges in Healthcare Leadership, East Texas ACHE Forum, Attendee, October 2021

Marketing Management Association [MMA] Fall Educators Conference, Attendee, October 2021

Evidence Based Practice in the Classroom: UT Tyler Faculty Development, Attendee, September 2021

Teaching Online Academy, UT Tyler, August 2021

East Texas ACHE Forum Brainfood: Lunch & Learn Networking Opportunity, Attendee, July 2021

Diversity: Inclusion in the Modern Workplace, UT Tyler, May 2021

How Reducing Student Resistance Leads to Better Learning and Happier Faculty, UT Tyler, Attendee, March 2021

Leadership Women, Virtual Forum, *Women Leading Change*, Attendee, December 2020

ACHENTX Life Fellows, Guest Faculty Program, Attendee, June 2020

ACHE GoToWebinar - COVID-19 Series with Front-Line Leaders: Recovery and a Reimaging of Healthcare at NewYork Presbyterian, Attendee, June 2020

Student Leadership & Service Awards, Department of Student Engagement, UT Tyler, Selection Committee Member, March 2020

UT System Academy of Distinguished Teachers, 2020 Winter Conference, *Beyond the Classroom: Promoting Student and Faculty Success*, Committee Contributor and Attendee, February 2020

Digital Tools to Empower 21st Century Learners, UT Tyler, Attendee, February 2020

American Heart Association – Tyler Texas Heart Walk, Executive Leadership Team Committee Chair, 2019

How To Feel As Bright And Capable As They THINK You Are: Why Capable People Suffer From Impostor Syndrome And How To Thrive In Spite Of It, UT Tyler, Attendee, November 2019

Texas Medical Association, Sponsor/Exhibitor, Fall Conference, September 2019

Career Success Conference, UT Tyler, Faculty Moderator, 2019

ACHE of East Texas Education Event, *Panel Topic: Career Positioning*, American College of Healthcare Executive East Texas, Host, September 2019

ACHENTX Faculty Roundtable – Irving Texas, March 2019

Academic Innovation FLC, UT Tyler, Attendee, February 2019

American Heart Association – Tyler Texas Heart Walk, Executive Leadership Team, 2018

East Texas ACHE Forum Networking Event, East Texas American College of Healthcare Executive, Attendee, October 2018

Ditch Your Textbook Workshop, UT Tyler, Attendee, October 2018

Career Success Conference, UT Tyler, Faculty Moderator, 2018

The University of Texas System Academy of Distinguished Teachers, ROTA Teaching Forum, 2018

Healthcare Program Directors' Meeting, American College of Healthcare Executive North Texas, Participant, February 2018

Diocese of Tyler JP2 Student Center Volunteer, 2018-Present

Healthcare Program Directors' Meeting, American College of Healthcare Executive North Texas, Participant, December 2017

Special Olympics Texas, Volunteer, 2000-Present

MENTOR/ ADVISOR

Faculty Mentor, Academy Mentoring Program (AMP), 2022- Present

Faculty Mentor, Presidential Fellow Program, 2018-2022

Faculty Advisor, Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) Student Organization, UT Tyler –Soules College of Business, 2018-2022

Faculty Advisor, Patriot Catholic Student Organization, UT Tyler, 2018-Present

Faculty Advisor, Asian Student Association (ASA) Student Organization, UT Tyler, 2021-Present

PUBLICATIONS/RESEARCH

Melika Kordrostami, Victoria Seitz. (2021) FACULTY ONLINE COMPETENCE AND STUDENT AFFECTIVE ENGAGEMENT IN ONLINE LEARNING. *Marketing Education Review* 0:0, pages 1-15, DOI: 10.1080/10528008.2021.1922925

Link to article: <https://doi.org/10.1080/10528008.2021.1922925>

Kerrie Anne **Ambort-Clark**, *Connectedness in an Online Environment*, pp.1 (Featured Teaching Innovation)

Jie G. Fowler & Jeri Weiser. (2020). Proceedings from Society for Marketing Advances Conference: *Analysis for a Brave New Marketing World*. Virtual: Kerrie Anne **Ambort-Clark**. (2020). *Connectedness in an Online Environment*.

Kevin James, Kerri M. Camp, and Kerrie Anne **Ambort-Clark** (2020). Accepted Poster Presentation Abstract, East Texas Research Conference: *Perceptions of Satisfaction and the Role of Provider Empathy in the Patient Experience in Clinics and Hospitals*, Canceled Due to COVID-19 Pandemic

Kesha K. Coker & D. Joel Whalen (2019) SHINING IN THE CLASSROOM WITH TEACHING MOMENTS, *Marketing Education Review*, 29:2, 147-152, DOI: 10.1080/10528008.2019.1609994

Link to article: <https://doi.org/10.1080/10528008.2019.1609994>

Kerrie Anne **Ambort-Clark**, *Critical Minds*, pp. 152 (Featured Teaching Innovation)

Jie G. Fowler & Jeri Weiser. (2018). Proceedings from Society for Marketing Advances Conference: *Back to the Future: Revisiting the Foundations of Marketing*. West Palm Beach, FL: Kerrie Anne **Ambort-Clark**. (2016). *Critical Minds*.

D. Joel Whalen & Kesha K. Coker (2017) Classroom Ready Teaching Moments, Marketing Education Review, 72:2, 119-123, DOI: 10.1080/10528008.2017.1278610

Link to article: <http://dx.doi.org/10.1080/10528008.2017.1278610>

Kerrie Anne **Ambort-Clark**, *PictureThis*, pp. 119 (Featured Teaching Innovation)

Wooldridge, B. R. and Camp, K. M. (2017). Health Care Marketing –Strategies for Creating Value in the Patient Experience – Preliminary Edition. San Diego, CA: Cognella, Inc. [Concierge Medicine Case accepted, Kerrie Anne **Ambort-Clark**, *Concierge Medicine a Services Perspective*, pp.45-49]

Jie G. Fowler & Jeri Weiser. (2016). Proceedings from Society for Marketing Advances Conference: *Reimagining: The Power of Marketing to Create Enduring Value*. Atlanta, GA: Kerrie Anne **Ambort-Clark**. (2016). *PictureThis*.

Krist R. Swimberghe, Barbara Ross Wooldridge, Kerrie Anne **Ambort-Clark**, and Jana Rutherford, (2014) “The influence of religious commitment on consumer perceptions of closed-on-Sunday policies: an exploratory study of Chick-fil-A in the southern United States,” *The International Review of Retail, Distribution and Consumer Research*, 24(1), pp. 14-29.

Ann Gilley, Jerry W. Gilley, Kerrie Anne **Ambort-Clark**, and David Marion. “Evidence of Managerial Malpractice: An Empirical Study,” *Journal of Applied Management and Entrepreneurship*, October, 2014.

WORKING PAPERS

Kerrie Anne **Ambort-Clark**, Barbara Ross Wooldridge, and Krist R. Swimberghe. “CASE STUDY: Ruffled Feathers at Chick-fil-A: The Cows are not Commenting,” targeted journal, *Journal of Applied Case Research*

Kerrie Anne **Ambort-Clark**, and Barbara Ross Wooldridge. “Medical Tourism: Selection Criteria and Experiences,” targeted journal, *Journal of Health Care Marketing*

HONORS/AWARDS

- Mentor of the Year, Office of Leadership and Service, UT Tyler [2022]
- President, Academy of Distinguished Teachers, UT Tyler [2022-2024]
- Teaching Fellow, Academy of Distinguished Teachers, UT Tyler [2019-Present]
- Executive Leadership Fellow, Office of the President, UT Tyler [2019-2020]
- Certificate of Professional Development, The Center of Excellence in Teaching and Learning, UT Tyler [2019, 2020, 2021]
- Leadership Texas Class of 2019 [2019-2020]
- *Regents' Outstanding Teaching Award* recipient, UT System [2018]
- Outstanding Faculty Award recipient for Teaching in the College of Business and Technology, UT Tyler [2017]
- Cengage Pride/Ferrell Innovations in Teaching Competition Finalist, Society for Marketing Advances [2016]
- Beta Gamma Sigma [2008]
- Alpha Chi [2011]
- Phi Kappa Phi [2009]

PROFESSIONAL AFFILIATIONS/COMMITTEES

- Board Academic Liaison, East Texas American College of Healthcare Executives Forum Board [2022-Present]
- University Wellness Committee, Member, UT Tyler [2022-Present]
- Academy of Distinguished Teachers (ADT), Membership Committee, Chair [2020-2022]
- Executive Education, Committee Chair, Soules College of Business UT Tyler [2017-Present]
- The Association of University Programs in Health Administration, AUPHA [2011-2012] [2020-Present]
- The American College of Healthcare Executives, East Texas ACHE [2010-2013 and 2016-Present]
- American Heart Association – Tyler Texas Heart Walk, Executive Leadership Team Member [2018]
- The University of Texas at Tyler Regional Alumni Council [2015-2019]
- Texas Hospital Association [2010 – 2012]
- Texas Medical Association [2010 – 2012] [2019]
- Academy of Distinguished Teachers (ADT), President Elect [2021-2022]
- Search Committee - Dean, Soules College of Business UT Tyler [2020-2022]
- Student Leadership & Service Awards, Department of Student Engagement, UT Tyler, Selection Committee Member [2020]
- UT System Academy of Distinguished Teachers, 2020 Winter Conference, *Beyond the Classroom: Promoting Student and Faculty Success*, Committee Contributor and Attendee [2020]

- Search Committee - Associate Dean, Soules College of Business UT Tyler [2019]
- American Heart Association – Tyler Texas Heart Walk, Executive Leadership Team Committee Chair [2019]
- Faculty Affairs Committee, UT Tyler [2018-2019]
- Admissions/Recruitment/Retention Committee, UT Tyler [2017-2018]
- Search Committee Member, Director of Media Production - Marketing, Brand Strategy and Community Engagement [2017]
- Alumni Legacy Scholarship Awards Committee, UT Tyler [2016-2018]
- Faculty Recognition/Awards Committee, UT Tyler [2014-2017]
- CBT Leadership Committee - Leadership Training and Development Program for Administrators, Faculty, and Staff [2015]
- Search Committee Member, HRD Faculty Search - Dept. of Human Resource Development and Technology College of Business and Technology [2014]

CERTIFICATIONS

- Certified Lean Six Sigma Yellow Belt [2022]
- Certified Professional Category Analyst [2015]