

WESLEY B. WILSON

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SUMMARY

Customer success and operations leader and executive with 20 years’ experience in assembling diverse teams, designing scalable processes, and exceeding defined objectives with limited budgets in technology and real estate industries. Successfully led lean and large teams in distributed environments including virtual teams and multi-national teams in North America, Western Europe, and the Indo Sub-Continent. Scaled organizations from early startup stage through exit including merging into acquiring organizations from differing industries.

EDUCATION

Year	Degree	Major	Institution
Expected 2025	Ph.D.	Human Resource Development	University of Texas at Tyler Soules College of Business
2020	M.B.A.	Business Administration	Texas A&M University – Corpus Christi
2019	B.S.	Business	Pennsylvania State University
2017	A.S.	Business Administration	Pennsylvania State University

ACADEMIC EXPERIENCE

TEACHING

Lee College 2023 - Present
Adjunct Lecturer, Huntsville Center

- *Instructor of Record:* Principles of Management (BMGT 1327), 3 Undergraduate Credits. Designed to introduce basic management functions including the role and responsibilities of the business manager. In addition, attention is given to the performance of the business firm and the decisions made by management.
 - Fall 2023 – 1 section (face-to-face).
 - Spring 2024 – 2 sections (face-to-face).
 - Summer 2024 – 4 sections (face-to-face).
- *Instructor of Record:* Operations Management (BMGT 1331), 3 Undergraduate Credits. Designed to introduce fundamental concepts and techniques used in the practice of production and operations management with emphasis on strategy in location, design, forecasting, and resource allocation.
 - Spring 2024 – 1 section (face-to-face).

University of Texas at Tyler 2023 - Present
Teaching Assistant & Instructor of Record, Department of Human Resource Development

- *Instructor of Record:* Business Statistics (GENB 2300), 3 Undergraduate Credits. Designed to introduce descriptive and inferential statistical techniques for business and economic decision-making,

including collection, description, analysis, and summarization of data; hypothesis-testing; estimating confidence intervals; and linear regression.

- Fall 2024 – 1 section (face-to-face).
- *Teaching Assistant:* Quantitative Methods in HRD (HRD 5306), 3 Graduate Credits. Designed to build understanding of beginning and intermediate statistical analyses in the context of HRD research including conducting, interpreting, reporting quantitative techniques with one dependent variable.
 - Summer 2024 – 1 section (online).
- *Teaching Assistant:* Univariate Statistics in HRD (HRD 6351), 3 Doctoral Credits. Designed to introduce an intermediate set of quantitative statistical analyses that are key to creating new knowledge in human resource development, including interpreting, conducting, and reporting select quantitative statistical techniques that answer research questions or hypotheses involving one dependent variable.
 - Fall 2024 – 1 section (face-to-face).
- *Teaching Assistant:* Structural Equation Modeling in HRD (HRD 6352), 3 Doctoral Credits. Designed to instill an advanced set of quantitative statistical analyses that are key to creating new knowledge in human resource development, including interpreting, conducting, and reporting select structural equation models.
 - Fall 2024 – 1 section (face-to-face).
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RESEARCH

University of Texas at Tyler2023 - Present

Graduate Research Assistant, Dr. Kim Nimon, Ph.D.

- Conducting quantitative studies of employee work passions, intentions, and engagement in a privately held food processing company and a non-profit healthcare organization.
- Designing instrumentation and deployment of a randomized, daily single-question measure of employee perceptions of leadership, safety, and other constructs using Planned Missing Data designs.

RESEARCH INTEREST

- Testing and extension of the Employee Work Passion Appraisal model.
- Career development of New-Collar workers and non-degreed professionals.
- Quantitative methods.

PROFESSIONAL EXPERIENCE

Fourth Floor Advisors2021-Present

Founder & Principal Consultant

- Real Estate Investment – ROOFLINE REALTORS
- Management Consulting – Clients include: Personica (fka: Fishbowl Marketing)

Sysco Foods2017-2020

Vice President, Customer Success & Operations (Sysco LABS)

CAKE Corp. (Acquired by Sysco Foods)2014-2017

Vice President, Services & Global Operations

CAKE Corp.2013-2014

Director, Operations & Customer Service

OpenTable Manager, Field Operations	2011-2013
OpenTable Manager, Client Relations (National Accounts)	2011
OpenTable Restaurant Operations Consultant	2009-2011
GuestBridge (Acquired by OpenTable) Director, Product Services	2005-2009
GuestBridge (Acquired by OpenTable) Manager, Implementation & Customer Service	2004-2005
GuestBridge (Acquired by OpenTable) Implementation & Training Specialist	2004-2004
H-E-B Grocery Store Systems Specialist – Retail Automation	2001-2004

CERTIFICATES & LICENSES

- Foundations of Online Teaching – *Pennsylvania State University Faculty Development*
- Real Estate Sales License – *Texas Real Estate Commission*
- Salesforce Certified Administrator – *Salesforce, Inc.*

SERVICE & COMMUNITY INVOLVEMENT

- Conference Proceedings Peer Reviewer – *Academy of Human Resource Development*
- PhD Advisory Team – *University of Texas at Tyler*

ACADEMIC & PROFESSIONAL MEMBERSHIPS

- Academy of Human Resource Development
- Association for Talent Development
- Student Society for Human Resource Development – UT Tyler
- National Association of REALTORS

PEER REVIEWED PUBLICATIONS & CONFERENCE PRESENTATIONS

Wilson, W. B. & Nimon, K. (2024, Feb). *Evaluating facets of job satisfaction using single-item measures* [Refereed poster & presentation]. Academy of Human Resource Development 2024 International Research Conference in the Americas, Arlington, VA, United States.

Wilson, W. B. & Nimon, K. (accepted). *Development of the Work Characteristics Inventory-12* [Refereed working paper & presentation]. University Forum for Human Resource Development Conference 2024, Lisbon, Portugal.