

# **ALBERT ESSANDOH, PhD**

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## **PROFILE**

Visionary educator, researcher, consultant, and mentor with experience in the formation, accreditation, and development universities, with over ten years' experience lecturing and developing curricula and teaching online and traditional courses in strategic management, leadership and organizational change, principles of management, organizational design, decision making and problem solving; and international business for three universities.

Proven track record of improved students' academic performances, and a true collaborator with university faculty and staff. Research interests focused on leveraging knowledge management, intellectual capital, and organizational learning for improving individual and organizational performances. Fifteen years global consulting experience in information technology in education.

## **SKILLS, EXPERTISE, AND KNOWLEDGE:**

Knowledgeable in vision casting, short and long term strategic planning, and executing strategy including budgeting and effectively identifying, and using resources, recruiting, evaluating, and developing faculty. Experienced team leader and with knowledge sharing expertise. Knowledge on how to prepare courses and lectures for different learning environments (i.e. online and brick and mortar), while taking into consideration different learner needs and cutting edge technologies such as E-College, Moodle, Black Board, and Desire2Learn, for easy delivery and to motivate learners.

Skills include transformational and servant leadership, visionary, effective organizer and communicator, team worker, strategic planning, financial management, curriculum and course development, leadership development, research, online and traditional course development and delivery, project management, systems analysis and design, software programming.

Expert management and education consultant in intellectual capital and knowledge management; international, small business, and government contracting; performance improvement and strategic growth planning; project management, and organizational change.

## **EDUCATION:**

Doctor of Philosophy - Applied Management and Decision Sciences May 2013  
Walden University, Minneapolis, MN  
Dissertation Topic: *Applying Knowledge Management in Teacher Evaluation Systems*

Masters Degree – Education, Theology and Missions May 2003  
Oral Roberts University, Tulsa, OK

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Bachelor of Science - Computer Science and Physics  
University of Ghana, Legon, Ghana  
Thesis Topic: *Software Design for Extracting Noise for Pure Signals*

May 1993

## **UNIVERSITY LEADERSHIP EXPERIENCE**

### **Interim Chancellor, African University for Guidance, Counseling, and Youth Development**

Successfully led a team in the planning and formation of a university. Led teams in the formation, accreditation, registration, recruitment of faculty, staff, and students, design of organizational structures, development in policies and procedures, and financing.

## **TEACHING EXPERIENCE**

Developed curriculum and taught graduate and undergraduate courses, both in traditional and online environments. Assist administrators in planning and establishing organizational change programs.

**Southwestern Christian University, Adult Studies & Online Studies**  
**Bethany, Oklahoma**

2011–2015

### **Adjunct Faculty**

Developed curriculum for online and traditional undergraduate programs, for over two years and involved over three hundred students, for two years. Taught courses in Strategic Management and Leadership; International Management, Decision Making and Problem Solving; and Business Communications, for over five semesters.

- Increased student performance by at least 35% using pretest and posttest measures
- Received high scores on student assessments about faculty performance
- Assisted in strategizing for department and participated in team work with faculty members

**St. Gregory's University, College for Working Adults**  
**Tulsa, OK**

2011-2013

### **Adjunct Faculty**

Developed and taught curriculum for online and brick and mortar graduate and undergraduate courses including Strategic Management, Principles of Management, Motivation, Development, and Change.

- Increased student performance on pre- and post-test measures by at least 25% in all classes
- Received high scores on student assessment on faculty and peer assessments.
- Assisted in planning organizational change initiatives at the departmental level.

**Southwestern Oklahoma State University, Everett Dobson School of Business 2009-2010  
Weatherford, OK**

**Faculty**

Developed and taught curriculum for online, distant learning, and traditional graduate and undergraduate courses, consisting of about 25 students per course, including Strategic Management, Principles of Management, Organizational Design, Leadership, and Principles of Teamwork.

- Increased student performance on pre- and post-test measures by at least 35% in all classes
- Received high scores on student assessment on faculty and peer assessments.
- Assisted in planning accreditation, supported other organizational changes, and mentored twenty students.

**Oral Roberts University, Doctor of Ministry Department  
Tulsa, OK**

2000-2003

**Teaching Assistant**

- Developed student course databases in Microsoft Access and Excel to improve reporting and decision making.
- Improved course management by successfully developing a student course inventory control system in Microsoft Access and Excel.

**OTHER/CONSULTING EXPERIENCE**

Help clients understand the internal dynamics of their organizations in order to design and implement shared solutions for learning and improved performance management.

**ESSACO Global Consultants  
Jenks, OK**

May 2013-present

Provide research and consult on improving the use of knowledge management and other best practices for performance improvement for organizations (i.e. education, business, and government).

**Certified Instructor and Small Business Mentor,  
Interise Inc.  
Boston, MA**

May 2013-2015

Certified instructor and small business growth mentor for fifteen SBA selected CEOs with business income ranging between \$500,000 to \$5million. Funded by the Small Business Administration (SBA) Emerging Leaders Course to develop and implement strategic growth plans over three years.

- Prepared and led workshops using Streetwise MBA Steps™ curriculum which improved participants knowledge about organizational growth
- Established and monitored learning in self-directed CEO forums
- Conducted consultation with each participant, either on site or in-person; provided feedback or coaching to participants. Consulting efforts led to a reduction of losses, increase in revenue, and workforce transformation.
- Provided written and verbal feedback on the development and implementation of the Three Year Strategic Growth Action Plan

**Consultant, Sooner Success Project**  
**University of Oklahoma, Health Science Department,**  
**Oklahoma City, OK**

2007 – 2008

Identified community health resources and build community linkages between health providers for the development of a health resource information system.

- Established strategies for identifying resources and increased linkages between health institutions, families and resources; facilitated and participated in health coalitions
- Performed needs assessment research with over 250 participants in North Tulsa
- Increased stakeholder participation of program by at least 30%.
- Exceeded referral target by 40% in one year.

**Sprint Advanced Technical Support Manager, Sprint Account**  
**Alorica, Inc., Tulsa, OK**

2003–2009

Improved team performance and accomplished goals in managing day-to-day operations on Team and Agent Individual Performance Metrics (TIPM/AIPM): scheduled adherence, ensured quality, and implemented billable utilization. Provided agent coaching and feedback to: assess performance; develop specific performance improvement plans and goals; in personal and team performance feedback; and set new individual performance targets.

- Team showed high scores on issue resolutions, quality and customer satisfaction.
- Supervised recruiting and training of forty technicians, and reduced team attrition by 60%.
- Managed multiple projects related to business processes improvement, and technical support
- Reduced troubleshooting time by developing shared space to identify, capture and communicate new knowledge
- Successfully led in identifying points and causes of failure and solved problems on networks and mobile devices, with numerous commendations on team performance.
- Developed and conducted HOS readiness assessments, and developed readiness action plans

**Chief Executive Officer and Consultant**  
**FORA International Limited**  
**Accra, Ghana**

1994 –2003

Organized and established a highly profitable international information technology and organizational development consulting firm in Ghana with over \$1, 000, 000 dollars' worth of annual contracts as a startup company.

- Led business-level discussions and decisions about strategy, enterprise-level decisions, standardization of best practices, and project governance oversight.
- Supervised information technology consulting projects and conducted continuous risk assessments and quality assurance reviews to ensure compliance with contract stipulations with clients including World Bank and World Food Program. Identified potential gaps in businesses processes and procedures.
- Developed strategies to establish information technology in education including online school partnership projects and learning centers, funded by USAID under the Leland Initiative.
- Consultant, for the Ministry of Education, Government of Ghana, under USAID Information Technology grant, successfully training key systems administrators on internet technologies.
- Designed, built, and implemented computer learning centers in Ghana for five schools in three years, and training over ten thousand students and five hundred teachers.

## **MEMBERSHIPS**

American Society for Training and Development (ASTD)	2009–present
Institute for Operations Research and the Management Sciences (INFORMS)	2013–present
Society for Decision Professionals	2013–present

## **PROFESSIONAL DEVELOPMENT**

- Oral Roberts University Cyber Security Conference Aug 2015
- American Society for Training and Development Conference May 2013
- Instructors Training for Small Business Administration Emerging Leaders Course March 2013
- World Innovation Forum, New York, NY June 2012
- World Business Forum, New York, NY October 2012
- Walden University Conference, Online. “Volunteerism: Encouraging Individuals to Effect Societal Change.” October 2010
- Fort Hayes State University, Fort Hayes, KS “5<sup>th</sup> Annual Business and Leadership Symposium of the Journal of Business & Leadership.” Sept. 2009
- Walden University Conference, Chicago, IL “Serving our Communities.” October 2008
- Walden University Conference, Baltimore, MD. “Uncommon Vision for the Common Good.” October 2006

## PROFESSIONAL MEETINGS

- Walden University Conference on Social Change “Volunteerism: Encouraging Individuals to Effect Societal Change.” October 27, 2010, Online
- Fort Hayes State University “5<sup>th</sup> Annual Business and Leadership Symposium of the Journal of Business & Leadership.” September 10, 2009. Fort Hayes, KS.
- Walden University Conference on Social Change “Serving our Communities.” October 2, 2008, Chicago, Illinois.
- Walden University Conference on Social Change “Uncommon Vision for the Common Good.” October 20–21, 2006, Baltimore, Maryland.
- Ghana Computer Literacy & Distance Education Conference, GhaCLAD 2000. “Moving Toward an African Education & Health Information Highway: Visions, Opportunities and Challenges,” July, 26–28, 2000. (Organizer, Discussant, and Presenter)

## PAPERS PRESENTED

Concept Paper on the Formation of a Guidance and Counseling University in Malawi. Submitted on behalf of Youth Development Aid Africa to Government of Malawi.

Apply Knowledge Management in Teacher Evaluation Systems. Dissertation Paper Presented to Jenks Public School, Oklahoma, Nov. 2013.

*Computer-Based Training and Secondary School Level*, Ghana Computer Literacy & Distance Education Conference, GhaCLAD 2000, July, 28, 2000.

## RESEARCH ACTIVITIES

Feasibility study on the formation of a Guidance and Counseling University in Malawi.

Researched and wrote the following Knowledge Area Modules in fulfillment of a requirement for doctoral studies with Walden University:

- Mixed Methods Research and Knowledge Management in Elementary and High Schools. Paper Submitted to Walden University, August 2010. The 134 page Knowledge Area Modules includes an applied component consisting of guidelines for a mixed method research design for studying knowledge management in schools.
- Leadership in Knowledge-Based Organizations: An Opportunity to Redefine Traditional Leadership? Paper Submitted to Walden University, April 2010. The 136 page Knowledge Area Modules includes an applied component consisting of a concept paper for training on leadership in knowledge-based organizations.
- Creating Organizational Culture Change to Facilitate Collective Intelligence: Team and Individual Cognitions. Paper Submitted to Walden University, Dec. 2009. The 157 page Knowledge Area Modules includes an applied component consisting of a concept paper for training on team cognition.
- An Integrated Approach to Effective Organizational Learning. Paper Submitted to Walden University, May 2009. The 155 page Knowledge Area Modules includes an applied component consisting of a concept paper for a decision support system for organizational learning design.
- Revisiting Behaviour Changes in Cultural Competence Training. Paper Submitted to Walden University, August 2008. The 110 page Knowledge Area Modules includes an applied component consisting of a concept paper for cultural competence training to change behaviour.

## **OTHER RESEARCH ACTIVITIES**

- A Software Model for Separating Noise from Pure Signals. Undergraduate Project Submitted to Physics Department, University of Ghana.

## PROFESSIONAL GROWTH

- Instructors Training for Small Business Administration, SBA Emerging Leaders Course, March 18-20, 2013.
- World Innovation Forum, June 20-21, 2012, New York, NY.
- World Business Forum, October, 2-3, 2012, New York, NY.
- Courses and Knowledge Area Modules (KAM) completed at Walden University
  - SBSF 7100 Research Forum, 2006–ongoing
  - SBSF8005 Foundations for Doctoral Studies, 2006
  - AMDS 8417 Foundation Research Seminar I: Human Inquiry and Science, 2006
  - AMDS 8427 Foundation Research Seminar I: Research Methods
  - AMDS 8437 Foundation Research Seminar III: Data Analysis in AMDS, 2007
  - KAM II Principles of Human Development–Cultural Competence, 2008.
  - KAM III General Systems Theory–Organizational Learning, 2009.
  - KAM V Principles of Leadership–Knowledge-based Organizations, 2010.
  - KAM VI Organizational Change Models—Collective Intelligence and Team Cognition, 2009.
- Information technology Courses from previous employers
  - Balance Scorecard, Sprint University, 2006
  - Project Management, Sprint University, 2006
  - Technical Support Trainings, 2003-2006



- Management Trainings, Sprint University, (2005-2007)
- Network Administration Novell Netware, Odense Universitet, 1995
- Database Administration, Odense Universitet, 1995
- Intranet and Wide Area Networking, Odense Universitet, 1995
- Software training in Unix, C++, Paradox, HTML 2.0, Lotus Notes, SQL, Fox Pro, Pearl Scripts, CGI, Java, 1993-1998.

## **AWARDS**

- Spartan College of Aeronautics 2015 Graduating Class Faculty of the Year Award
- Spartan College of Aeronautics 2014 Graduating Class Faculty of the Year Award.
- Small Business Administration 2013 Emerging Leaders Instructor Award
- Who is who among American University Students Award, 2002.
- Danish International Agency for International Development (DANIDA), One Year Computer Training Scholarship at Odense Universitet, 1994.
- Acknowledgement award for introducing computer literacy to Ghana School for the Blind, 2000.

## **PROFESSIONALLY RELATED COMMUNITY ACTIVITIES**

Board Chairman, Life Strategies International, Tulsa, OK	2006–present
Board Chairman, Youth Development Aid_Africa (YDA), Malawi,	2014-present
Interim Chancellor, African University for Guidance, Counseling, and Youth Development, Malawi.	2014-present
Volunteer, Service Corps of Retired Executives (SCORE), Tulsa, OK	2011– present
Board Member, Amani Pediatric Hospital, Accra, Ghana	2011–present