

Shiva Jahani, Ph.D. (She/Her)

Hospitality Management and Organizational Behavior Expert

EDUCATION

2021 University of Central Florida • Rosen College of Hospitality Management • Orlando, FL
Event Management
Graduate Certificate (GC)

2020 University of Central Florida • Rosen College of Hospitality Management • Orlando, FL
Hospitality Management
Master of Science (MS)

2017 University of Central Florida • College of Education • Orlando, FL
Advanced Quantitative Methodologies
Graduate Certificate (GC)

2012 University Science Malaysia • College of Management • Orlando, FL
Organizational Behavior
Doctor of Philosophy (PhD)

Dissertation: The Effect of Socio-Technical enablers on knowledge sharing behavior among academicians in Iran with social network ties as a moderator

2006 Alzahra University • College of Education • Tehran, Iran
Educational Management
Master of Science (MS)

Thesis: Crisis management in Bam's schools after the earthquake

1998 Kerman Bahooonar University • College of Agriculture • Kerman, Iran
Agricultural Economic Engineering
Bachelor of Science (BS)

EMPLOYMENT

9/2012 – Now Independent Consultant & Scholar • Orlando, FL
9 YR 8 MO **Research Consultant (Contractual)**

*Utilized my **statistical and organizational behavior** abilities, skills, and knowledge to improve research methodologies, statistical analyses, and organizational structure and management*

- Expanded scope of clientele from 1 to 6 industries: education, government, not-for-profit, healthcare, business, real estate that included 220 clients
- Consulted industry leaders on matters of organizational behavior (Example: conducted original research with Walt Disney World in Orlando, FL to improve leadership knowledge sharing, communication, interaction, and trust)

- Conducted original research and utilized innovative analytics (Example: developed and conducted research design and statistical models related to an innovative medical device currently under review by the FDA (Food and Drug Administration))

9/2011 – Now University of Central Florida • Orlando, FL
10 YR 8 MO

Statistician

College of Community Innovation and Education

Utilized my data science abilities, skills, and knowledge to analyze big institutional datasets and provide actionable insights and recommendations for College and University administrators, faculty, and staff.

- Analyzed data and visualized insights for 13 factors influencing an annual budget.
- Conducted 17 innovative analyses with big institutional data sets, which resulted in insights that influenced student success
- Annually conducted predictive analyses for 75 academic programs related to 10 key performance indicators (Example: student enrollment predicted to drop significantly over three-year period, which allowed leadership time to identify a competitor and to develop and implement a recruitment action plan that resulted in a plateau and then increase in enrollment by 5%)
- Monthly and semi-annually analyzed data and disseminated insights related to 10 key performance indicators
- Assessed and evaluated more than 450 measurements and outcomes of student success for 75 academic programs
- Developed and implemented survey science training sessions at 3 levels: (a) beginning, (b) intermediate, and (c) scholar
- Developed and conducted organizational, faculty, staff, and student surveys as well as analyzed, visualized, and communicated their data

External Funding

Statistical Consultant on Externally-Funded Grant Awards

National Science Foundation Example: Structural Equation Modeling Partial Least Squares Analysis predicted permanency (likelihood to remain or change from a STEM major after the first year) among 78,000 first-year students in STEM majors over 5 years – females who transferred from community colleges were more likely to change from a STEM major to a non-STEM major after the first year

Grant Writing Team Member

Example: The International Research and Exchange Board (IREX) funded University of Central Florida, College of Community Innovation and Education to host faculty from around the world for the purpose of cross-cultural appreciation and training. IREX is an international non-profit organization providing thought leadership and innovative programs to promote positive lasting change globally. Community-based work is particularly important to me, and I incorporate my

knowledge of various cultures to bridge gaps between communities here in the U.S. as well as and global communities.

Department, College, and University Service Activities

Departmental Service Activities

Developed and conducted a meditation and mindfulness activity for administrators, faculty, and staff associated with the Office of the Dean

College Service Activities

College Improvement Committee

Formal member of the CIC with the purpose of assessing college-wide policies, procedures, organizational behavior, and personnel equity and wellness, and making data-driven actionable insights and recommendations to College leadership for improvement of the same

Professional and Personal Wellness Initiative

Developed and annually conduct wellness series for administrators, faculty, and staff associate with the College of Community Innovation and Education

University Service Activities

Developed and monthly conduct *Meditation Minutes* designed to create a community of care among all participating University stakeholders (including students) with the goal of improving energy and mindfulness throughout the mind and body

Graduate Faculty Scholar

*Utilized my **teaching and leadership** abilities, skills, and knowledge to teach (constructivist teaching theory), mentor, and supervise undergraduate and graduate students in-person and online to improve learning and proficiency in concepts, theories, and techniques*

Teaching

- Students Taught: 1,998
- Courses Taught
 - HFT 4468, Revenue Management in Hospitality and Tourism
 - CCJ 4746, Data Analysis
 - EDF 6481, Fundamentals of Graduate Research in Education
 - PEM 2121C, Yoga & Meditation

Mentorship and Supervision

- Mentored more than 200 doctoral students including as dissertation committee research methodologist and statistician

- Supervised honor students related to their capstone projects
- Mentored graduate students and faculty in research methodology and statistics through the Computing and Statistical Technology Laboratory in Education (CASTLE)
- Faculty Mentor for Humanity First Student Organization

Publications and Conferences

- Published 15 articles with 2,527 reads and 168 citations (ResearchGate, 2021)
- Presented more than 30 invited and peer-reviewed presentations to 4,000 professionals and scholars at state, regional, national, and international conferences
- Co-edited three textbooks related to research methodology in hospitality and tourism (first of three books published via Emerald Publishing: [Contemporary Research Methods in Hospitality and Tourism](#))
- Invited Associate Editor of Methodology in Journal of Hospitality and Tourism Insights

Post-Doctoral Research Associate

Institute of Simulation and Technology

*Utilized **organizational behavior** abilities, skills, and knowledge to improve first responders' triage and responsiveness through evidenced-based methods*

- Co-developed a training system for the U.S. Federal Emergency Management Agency
- Worked on Program design and training for system development
- Conducted performance measurement, supervised interactive adult learning and system analysis evaluation

ABILITIES, SKILLS, KNOWLEDGE

- Instruction and mentoring (e.g., bachelor, master, doctorate, dissertation committees, private practice)
- Institutional research (e.g., research design, knowledge management, data science, decision science, visualization)
- Advanced quantitative methodologies (e.g., multi-level analyses, multi-group analyses, predictive analyses, SEM (CO-, PLS-))
- Qualitative methodologies (e.g., grounded theory, phenomenology, ethnography, case study, action research)
- Administration and Leadership (e.g., financial management, operations, project management)
- Assessment & Survey Science (e.g., Qualtrics Power User and Trainer, item creation, item discrimination, reliability, validity, theory)
- Institutional effectiveness (e.g., chair, assessment coordinator, reviewer)

ASSOCIATIONS

- American Educational Research Association (AERA, Member)
- Asian Academy of Management International Conference (AAMC, Member)
- Asian American Pacific Women Association (AAPMA, Committee Member)
- Global Strategic Management Institute (GSMI, Member)

PERSONALITY

[Protagonist](#) (ENFJ; 16Personalities, 2021)

- Warm, idealistic, charismatic, creative, and social
- Thrive in many diverse roles, at any level of seniority
- Likable and good-natured – qualities that can propel me to success wherever I have a chance to work with others
- Often push myself to prove my merit and make a good impression on my managers
- Perceptive and dedicated
- Take on multiple responsibilities with competence and good cheer

INTERESTS

Meditation and Mindfulness

Certified Meditation Instructor
Chopra Center

Vibrational Sound Therapy

Certified VST Practitioner
Vibrational Sound Association

Yoga

Certified Yoga Instructor
Yoga Institute of the Asian Union

REFERENCES

Fevzi Okumus, PhD, CHE

CFHLA Preeminent Chair Professor
Hospitality Management

Relationship to Candidate

1. Mentor
2. Co-editors of Journal of Hospitality and Tourism Insights
3. Co-editors of three research methodology textbooks in hospitality and tourism

Contact Information

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University of Central Florida

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Faranak Memarzadeh, PhD

Associate Professor

Hospitality, Tourism, and Event Management

Relationship to Candidate

1. Colleague
2. Collaborator on original research in hospitality and tourism

Contact Information

Department of Hospitality, Tourism & Event Management

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San Jose State University

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<https://www.sjsu.edu/hspm/about-us/faculty-staff/index.php>

Mostafa Rasoolimanesh, Ph.D.

Associate Professor and Director

Center for Research and Innovation at the Faculty of Social Sciences and Leisure Management

Taylor's University, Malaysia

Relationship to Candidate

1. Colleague
2. Co-authors together in articles and textbooks

Contact Information

Taylor's University

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