

# Pamela S. Donovan

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## EDUCATION

- Dec 2006 | **Doctor of Philosophy, Logistics & Transportation**  
Minor: Strategy  
University of Maryland, College Park MD
- Sep 1996 | **Master of Science, Logistics Management**  
Minor: Transportation & Supply  
Air Force Institute of Technology, Wright-Patterson AFB OH
- Dec 1986 | **Bachelor of Science, Physics**  
Kent State University, Kent OH

## AREAS OF INTEREST

Supply Chain Modeling  
Logistics Management

Transportation  
Inventory

Network Management  
Optimization

## ACADEMIC EXPERIENCE

- Aug 2023 – Present | **Clinical Associate Professor**  
Haslam School of Business, University of Tennessee, Knoxville TN
- Member, department graduate curriculum committee; developing a new Master of Science, Global Supply Chain degree
  - Academic faculty director, brand new Online MBA program
    - Provide program vision and goals are achieved across 15 new courses
    - Coordinate and review course design and development activities between faculty, learning designers, and learning technologists
    - Advised faculty developing courses 15 new courses; developed timeline, ensured continuity, facilitated implementation of integrative and interactive learning elements
- Jan 2023 – Present | **Academic Director, MS Supply Chain Management Program (Online)**  
Haslam School of Business, University of Tennessee, Knoxville TN
- Manages admissions, curriculum, annual assessment, scheduling, and delivery for the 10-course program supporting 286 graduate students
- Oct 2018 – Jul 2023 | **Clinical Assistant Professor**  
Haslam School of Business, University of Tennessee, Knoxville TN

- Developed innovated courses for new online master's supply chain degree program; program grew from 40 to 240+ students in 4 years; Gartner ranking #1 graduate program
- Jan 2014 –  
May 2014
- Adjunct Professor**  
Neeley School of Business, Texas Christian University, Fort Worth TX
- Aug 2011 –  
May 2015
- Assistant Professor**  
College of Business, University of North Texas, Denton TX
- Responsible for degree program assessment and University core capstone assessment
  - Organized focus group with DFW-area industry experts; identified desirable knowledge-base and analytic skills; modified course content to address gaps
  - Growth: 3 students in 2011 to 67 students in 2015
  - Total graduates: 90+ students between 2011-2015; 98% placement rate
- Sep 2006 –  
Jul 2011
- Assistant Professor and Deputy Department Chair**  
Air Force Institute of Technology, Wright-Patterson AFB OH
- Led 19 faculty and staff members supporting 110 graduate students
  - Responsible for military faculty hiring, unit strategic planning, and budgeting
  - Academic Director, MS, Advanced Studies in Air Mobility
    - Responsible for student admissions, curriculum development, and scheduling
  - Developed an on-line system reliability course for the Operations Research program

## NON-ACADEMIC WORK EXPERIENCE

- Oct 1987 –  
Aug 2006
- Logistics Readiness Officer**  
United States Air Force, Various Locations
- Responsible for personnel, programs, and assets at multiple levels in the Air Force (AF): Flight, Squadron, and Command (Corporate)
    - Operational excellence: earned 6 command-level and 8 AF-level unit awards
  - Supervised units ranging from 51 to 177 people
    - Responsible for morale, discipline, training, and performance reports
    - Responsible for various logistics processes and performance outcomes
  - Led the Strategic Distribution Support Branch at U.S. Transportation Command; helped reengineer military logistics processes and improve global distribution
    - Synchronized supply and transportation processes across all military services
    - Reduced order cycle time by 20%; improved air transport velocity by 43%; improved surface velocity by 13%; Result: saved \$35M annually
  - Responsible for contingency planning, execution, recovery

- Developed response plans/checklists for rapid deployment of personnel and assets
- Civil Reserve Air Fleet Coordinator during U.S. War in Afghanistan; coordinated with civilian air carriers to identify volunteer air support and clarify requirements

## HONORS AND AWARDS

Dec 2023	Named, First Express Logistics Fellow
Dec 2006	Phi Kappa Phi, National Academic Honor Society
May 1996	Int'l Society of Logistics, Outstanding Student Award (Best Thesis)

## COURSES TAUGHT

Undergraduate Courses	SCM 414 Manufacturing and Service Processes LGAV 3130 Air Cargo Planning and Control LGAV 4100 Airport and Infrastructure Planning and Control INSC 30313 Introduction to Supply Chain Management
Graduate Courses	BAUD 551 Executive Core, Introduction to Statistics, 2 Sessions BAUD 551 Executive Core, Introduction to Forecasting, 2 sessions SCM 563 Supply Chain Operations SCM 564 Supply Chain Data Modeling and Analysis SCM 573 Logistics, Distribution, and Network Management LOGM 619 Transportation Policy & Strategic Mobility LOGM 621 Air Transportation LOGM 634 Reliability, Maintainability, and Availability LOGM 644 Topics in Logistics (team taught) LOGM 570 Principles of Inventory Management LOGM 770 Advanced Inventory Theory

## INTELLECTUAL CONTRIBUTIONS

Refereed Articles	Swartz, Stephen M., Pamela S. Donovan and Terry A. Clower (2016). Airport Capability, Aviation Activity, and Economic Activity at General Aviation Airports. <i>Collegiate Aviation Review</i> , 34(1): 55-72.  Donovan, P.S. and Manuj, I. (2015). A Comprehensive Theoretical Model of the Complex Strategic Demand Management Process. <i>Transportation Journal</i> , 54(2), pp.213-239.
Presentation of Referred Papers	Estridge, Christopher and Pamela S. Donovan, "Material Management at Military Healthcare Facilities," Production and Operations Management Society Annual Conference, Orlando, FL, 8 May 2009  Stone, Brian B., James T. Moore, and Pamela S. Donovan, "Developing an Excel Decision Support System Using In-Transit Visibility to Decrease DoD

	<p><i>Transportation Delays,</i>” Military Operations Research Society Symposium, New London, CT, 10-12 June 2008</p> <p>Donovan, Pamela S. and Philip T. Evers, “<i>Joint Replenishment Inventory Model with Transportation Costs,</i>” Production and Operations Management Society Annual Conference, Dallas, TX, 4 May 2007</p>
Research Grants	<p>2012: \$45,000, Principal Investigator (50%): The Role of Contingency Planning and Demand Management In Organizational Effectiveness</p> <ul style="list-style-type: none"> <li>- Sponsor: Air Force Institute of Technology, Wright-Patterson AFB OH</li> <li>- Developed a testable model to better understand the relationships between contingency planning strategies, demand management processes, and performance</li> </ul> <p>2010: \$175,000, Principal Investigator (50%): Civil Reserve Air Fleet Participation Study</p> <ul style="list-style-type: none"> <li>- Sponsor: Air Force Air Mobility Command</li> <li>- Interviewed 20 civilian air carriers to understand the factors that influence CRAF participation; assessed carrier risk; recommended CRAF program changes</li> </ul> <p>2009 – 2010: \$500,000, Principal Investigator (33%): Leading Edge Supply Chain Study</p> <ul style="list-style-type: none"> <li>- Sponsor: Air Force Research Lab</li> <li>- Surveyed commercial firms to better understand leading edge supply chain practices that could improve the effectiveness of Air Force supply chains</li> </ul>
Consulting	2021: Twinings North America, Inc: Distribution Network Optimization
Advised Theses	<p>2021: Advised ADMBA Organizational Action Project</p> <p>2006 – 2009: Advised 12 student Master’s Thesis</p>
<b>SERVICE</b>	
2021 – 2025	HCB Academic Program Manager, Online MBA
2023 – 2025	Department Graduate Curriculum Committee
2022, 2025	Department NTT Faculty Search Committee
2021	Department Head Search Committee
	HCB Committee for Canvas Online Exam Services
	Department NTT Faculty Search Committee
2020 – 2022	Department Peer Review Committee
2019 – 2022	Department Library Representative
2019	Department Undergraduate Curriculum Task Force
2014	Logistics Academic Hiring Survey (Donovan, Manuj, & Farris)
2013	Logistics Academic Hiring Survey (Donovan, Cooper, Santosa, Manuj, & Farris)
2012	Department Curriculum Committee

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2009	Production & Ops Mgt Society Session Track Co-Chair (Donovan & Cooper)
2007 – 2009	Faculty Advisor, Department Student Council
2006 – 2008	Library Committee
2006 – 2008	Academic Standards Committee