

Curriculum Vitae for:

Shay D. Scott, Ph.D.

**Vice Dean & Chief Operating Officer, Digital Learning at UT
Professor of Practice, Supply Chain Management**

EDUCATION

Doctor of Philosophy (PhD)

The University of Tennessee at Knoxville

Higher Education Administration Major, Business Specialization

May 2012

Post-Graduate Study in Marketing and Logistics

The University of Tennessee at Knoxville

Postgraduate Study (no degree awarded)

Logistics Major, International Business Strategy Minor

August 2004-December 2005

Master of Business Administration (MBA)

The University of Tennessee at Knoxville

Management Concentration

May 2000

Master of Science in Industrial Engineering (MSIE)

The University of Tennessee at Knoxville

Manufacturing Systems Engineering Concentration

July 2000

Bachelor of Science in Civil Engineering

The University of Tennessee at Knoxville

December 1997

RESEARCH

General Areas of Research Interest:

Technology Innovation; Higher Education Strategy; Supply Chain Strategy; International Business; International Market Entry; Global Supply Chains; Technological Innovation in Supply Chain Management; Supply Chain Management Talent Development and Management.

Non-Refereed Publications:

Demers, D and B. Kolek (2021) "Advancing E2E Agile Resiliency in Supply Chains". Edited by Shay D. Scott. UT Global Supply Chain Institute: Knoxville, TN

Stank, T.P., S.D. Scott, and B. Hazen (2018) "A SAVVY Guide to the Digital Supply Chain: How to Evaluate and Leverage Technology to Build a Supply Chain for the Digital Age". UT Global Supply Chain Institute: Knoxville, TN

Stank, T.P. and S.D. Scott (2018) *Leveraging Supply Chain Management to Drive Organizational Success*. Great River Learning: Dubuque, IA

Scott, S.D., Autry, C., Burnette, M., Dittmann, J.P., and T.P. Stank (2015) The Top 10 Myths of Supply Chain Talent Development, *Supply Chain Quarterly*, Quarter 3.

Scott, S.D., Burnette, M., Stank, T.P., Dittmann, J.P., and C. Autry (2015) "Supply Chain Talent: Our Most Important Resource" In Stank, T.P, Dittmann, J.P., Burnette, M. and Autry, C. (Eds) *The Supply Chain Game Changers: Applications and Best Practices that are Shaping the Future of Supply Chain Management*

Stank, T.P., C. Lynch, and **S.D. Scott** (2006). "Logistics Outsourcing." In Mentzer, J.T., Myers, M.B., and Stank, T.P (Eds.) *Handbook of Global Supply Chain Management*. Sage Publications: Thousand Oaks, CA.

TEACHING

Areas of Teaching Interest:

Supply chain management, international business, international market entry, pricing, cross-cultural management, global supply chain management strategy and operations.

Collegiate Courses Taught:

- Business Administration 331 (Supply Chain Management): Fall, 2014, Spring 2014, Fall 2013, Spring 2011, Fall 2010, Spring 2010, Fall 2009, Summer 2005

- International Business 439 (Global Supply Chain Management): Spring 2016, Fall 2015, Spring 2015, Spring 2013, Fall 2012, Spring 2012, Fall 2011
- Supply Chain Management 505 (MBA SCM Core I): Spring 2020
- Supply Chain Management 506 (MBA SCM Core II): Spring 2020, Spring 2019, Spring 2018, Spring 2017
- Supply Chain Management 545 (Online MS-SCM): Fall, 2021, Fall 2020, Fall 2019
- Executive MBA for Strategic Leadership Faculty
 - Core Faculty for International Business: 2018, 2017, 2016, 2015, 2014, 2013
 - International Residency Champion: Fall 2018 in Chile/Peru, Fall 2017 in Chile/Peru, Fall 2016 in Chile/Peru, Fall 2015 in Chile/Peru, Fall 2014 in Chile/Peru, Fall 2013 in China/Singapore, Fall 2012 in Chile/Argentina, Fall 2011 in Chile/Argentina, Fall 2010 in Chile/Brazil (Design, plan, and execute 2-week integrated residency.)
- Global Supply Chain Executive MBA Faculty:
 - Core Faculty for International Business: 2022, 2021, 2020, 2019, 2018, 2017, 2016, 2015, 2014, 2013
 - International Residency Champion: Fall 2019 in Germany, Spring 2019 in China, Fall 2018 in Germany, Fall 2017 in Germany, Spring 2017 in China, Fall 2016 in Germany/Hungary, Spring 2016 in China, Fall 2015 in Germany/Hungary, Spring 2015 in China, Fall 2014 in Chile/Peru, Spring 2014 in Belgium/Hungary, Fall 2013 in China/Singapore, Spring 2013 in France/Hungary
- International Business 459 (International Competition/Study Abroad to France): Summer 2011
- Logistics 421 (Purchasing and Strategic Supply Management): Summer 2009, Spring 2009, Summer 2008, Spring 2008, Summer 2007, Spring 2007
- Logistics 310 (Intermediate Logistics): Fall 2005

International Faculty and Teaching Experience:

- Visiting Faculty, Vienna University of Economics and Business Administration, Vienna, Austria (2014-Present)
- Guest Lecturer, ESSEC-Mannheim Executive MBA Program, Paris, France (2012)
- Guest Lecturer, Yanbian University of Science and Technology, Yanji, China (2008)

SERVICE

Administrative Service:

- Vice Dean & Chief Operating Officer, Digital Learning at UT (2023-Present)
- Executive Director of the Global Supply Chain Institute (2018-2023)
- Managing Director of the Global Supply Chain Institute (2011-2018)
- Executive Director for Supply Chain & Operations Division, Graduate and Executive Education (2015-2023)
- Faculty Director of the Executive MBA for Global Supply Chain (2020-2021), Director (2013-2020)
- Director of the Tri-Continent MS Supply Chain Management (2017-2023)
- Director of the online MS Supply Chain Management (2018-2023)
- Director of Global Supply Chain Forums (2011-2012)
- Director of the Global Business Institute (2009-2012)
- Assistant Director, UT Supply Chain Strategy and Management Forum (2004-2005)

Committees:

- Member: Department of Supply Chain Management Strategy Committee (2018-2023)
- Member: CBA Core Curriculum Committee (2009-2012)
- Member: CBA Distance & Online Learning Committee (2012)
- Member: HCB Core UG Curriculum Task Force (2013-2015)
- Member & Chair: Various NTT and staff search committees
 - Chair for Executive Director, Aerospace & Defense Division, GEE (2017)
 - Chair for Clinical Professor, Department of SCM (2018)
 - Member for Director of International Programs, HCB (2016)

Community Service:

- Board of Directors: One Vision International (Humanitarian Relief Organization)

Organizational Membership:

- Member or Past Membership: Academy of International Business (AIB), Council of Supply Chain Management Professionals (CSCMP), American Production and Inventory Control Society (APICS), American Society of Civil Engineers (ASCE), Associated General Contractors (AGC)

Research and Consulting Affiliations with Corporations:

Dell, Inc.; Landair Transport, Inc.; CTI Pet Systems, Inc.(GE); AlliedSignal (Honeywell); Trade Management Solutions, Inc.; Foothills Family Practice; The Helm Construction Group

Countries worked in and visited:

Albania, Andorra, Argentina, Australia, Austria, Belgium, Bosnia, Brazil, Bulgaria, Canada, Chile, China, Costa Rica, Croatia, Czech Republic, Denmark, Dominican Republic, England, Estonia, Finland, France, Germany, Gibraltar,

Greece, Haiti, Hong Kong, Hungary, Ireland, Italy, Jamaica, Japan, Kosovo, Lithuania, Latvia, Luxembourg, Malaysia, Malta, Mexico, Monaco, Morocco, Montenegro, Netherlands, New Zealand, North Macedonia, Panama, Peru, Poland, Portugal, Romania, Scotland, Serbia, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, St. Martin, Thailand, Uruguay, Vietnam, The Vatican, Wales

RECOGNITION

Awards, Scholarships, and other Recognition

- DC Velocity Supply Chain Rainmaker, 2022
- HCB Volunteer Spirit Award, 2021
- WU Wien 2018 Professional MBA award for Teaching Excellency
- University of Tennessee 2013 Faculty First Grant Recipient to develop video case series for use in Business Administration 331 course
- Inventor, US Patent 6920427 entitled "Closed Loop Demand Fulfillment System and Method"
- Honor Societies: Beta Gamma Sigma and Chi Epsilon
- Dell 2004 Customer Experience Award
- Eagle Scout

Certifications:

- Tennessee Engineering Intern License: 17463
- Certified Six Sigma Green Belt

INDUSTRY EXPERIENCE

Sevier Heights, Knoxville, Tennessee

Chief Operating Officer (Administrator), 12/05 – 7/09

- Led all administrative and operating functions. Direct supervisory responsibility for 20+ personnel in the areas of Finance, Accounting, Communications, Graphic Design, Facilities, Food Services, Information Technology, Human Resources, and Planning.
- Responsible for budgetary and staff planning for a growing organization of 4500 with an annual budget of approximately \$8 million.
- Developed and implemented an integrated communications strategy for the Greater Knoxville Metropolitan Area.
- Directed \$18 million facility expansion.

Dell, Inc., Austin, Texas; Nashville, Tennessee; Penang, Malaysia; Limerick, Ireland; Xiamen, China; Porto Alegre, Brazil

Dell Worldwide Fulfillment, Director (Senior Manager) of International Logistics, 3/03-7/04

- Led the \$100M+ organization responsible for the delivery of finished goods and service parts from the US to international customers and service centers in the Americas and worldwide
- Developed roles and responsibilities, staffed team members, and led the formation of an integrated plan to improve international customer experience and cost
- Secured over \$10M in annual savings within the first 8 months
- Delivered record volumes to customers throughout the region supporting annual growth rates in excess of 25%

Dell Americas Logistics, Manager of Supply Chain Projects, 2/02-3/03

- Managed the Supply Chain Projects team consisting of 7 team members responsible for driving and implementing change in logistics and supply chain
- Guided the management of over 25 projects which delivered in excess of \$11M of annual operating expense savings
- Led the conversion of a laptop manufacturing facility into an Eastern US distribution facility with the capability to perform a variety of pick-pack-ship operations
- Earned a Green Belt certification for work on the management structure of the distribution facility

Program Manager; Supply Chain Consultant, 8/00-1/02

- Managed the implementation of i2 Factory Planner and Rhythm Collaboration Planner software in five facilities with over 15 billion dollars of annual revenue
- Supervised a project team comprised of business and IT members co-located in Asia and the United States to achieve integrated business processes and IT solutions
- Served as a worldwide team lead for materials process change in the rollout of i2 software with implementations in the US, Europe, and Asia
- Stationed in Nashville; Austin; Xiamen, China; Penang, Malaysia; and Limerick, Ireland
- Guided the development, configuration, testing, and activation of multiple projects using the i2 Tradematrix suite of software and groundbreaking materials processes including a two-hour external replenishment cycle. A patent is pending on these processes
- Responsible for developing the business case, meeting business requirements, schedule, and achieving predicted results

AlliedSignal, Inc.(Honeywell), Morristown, New Jersey; Richmond, Virginia
ERP/SAP Implementation Intern, 5/99-8/99

- Collaborated on the implementation of SAP software replacing 70 legacy systems in two divisions, affecting over 11,500 employees and \$4 billion in annual sales dollars
- Partnered as a team member in the design and configuration of the Production Planning, Materials Management, Finance, and Controlling modules
- Analyzed best practices, supply chain integration, and the elimination of unnecessary layers of processes and employees within the business in an effort to achieve Six Sigma operational efficiency
- Developed training materials and schedules for over 11,500 end users as part of the change management plan in preparation for the transition to SAP

Rentenbach Engineering Company, Knoxville, Tennessee

Project Manager, 1/98-3/99; Project Engineer, 5/97-1/98; Project Coordinator, 5/95-5/97

- Managed the construction of multiple projects totaling over \$35 million per year
- Administered over 100 subcontracts annually with some greater than \$3 million dollars
- Implemented methods of cost control and quality control within corporate project management resulting in a 20% reduction in man-hours and more reliable processes
- Developed, maintained, and administered CPM schedules, profitability analyses, and detailed billings

REFERENCES

Academic and industry references are readily available upon request.