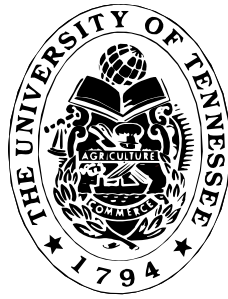


DR. AMY CAPONETTI



**DEPARTMENT OF BUSINESS MANAGEMENT
UNIVERSITY OF TENNESSEE**

VITAE

DR. AMY CAPONETTI

Office

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Education

- Knoxville, TN **College of Business Administration – University of Tennessee**
Doctor of Philosophy Business Administration
Major: Human Resource Development
Completed August 2012
- Clarksville, TN **Department of Psychological Science and Counseling- Austin Peay State University**
Major: Master of Science-Industrial and Organizational Psychology
In Process: Anticipated Graduation 2025
- Knoxville, TN **College of Human Ecology – University of Tennessee**
Master of Science-Human Resource Development
Completed: Summer 2003
- Maryville, TN **Maryville College**
Bachelor of Arts: Psychology
Completed: Spring 1996
- Knoxville, TN **Pellissippi State Technical Community College: Associates of Science**
Completed: Spring 1995

Research Interests **Open Educational Resources, Increasing underrepresented student populations, Study abroad, effective online learning processes**

Teaching Interests HR Practices, Management, Adult Learners, Training and Development, IOPsychology, Organizational Behavior, online employee/student engagement.

Dissertation Title: The Correlates of Work Role Stress with Employee Burnout, Engagement and Turnover Intent in Non-Exempt Employees

Committee: Dr. Michael Lane Morris (chair), Dr. Mike Stahl
Dr. John Wilkerson, Dr. Randall Pierce

Status: Defended and Completed June 2012

Current Position

Discipline Chair: Business, Economics, Entrepreneurship and Hospitality

Tenured Associate Professor of Management with Pellissippi State Community College. 10915 Hardin Valley Road; Knoxville TN. August 2013 –Current.

Discipline Chair: Supervise 9 FT and approximately 15 adjunct faculty. Provide leadership and guidance in personnel matters, student issues, scheduling, training, strategic planning and budget. Worked to create a concentration in Hospitality Management (voted into the TBR library).

-Serve as business lead on SACS assessment committee and ACBSP assessment, both completed, and reaccreditation granted. Worked to create, attain approval for and implement a new concentration in Entrepreneurship. Working to add a new concentration in Sports Management.

-Assessing and implementing a complete online management program including best practices, student and faculty engagement and use of technology.

-Took lead on over rolling 60 classes online abruptly due to COVID-19. In addition, lead my program (BUSN) through a cyber attack that saw the college lose everything online and on work computers.

-Teaching Principles of Management; Principles of Marketing (Lead Instructor); Organizational Behavior (Lead Instructor); Human Resources (Lead Instructor), Intro to Business, Team Practicum, Business Applications (Capstone course)

-Received TBR grant for OER completion to completely revamp the Business Applications course, collaborated with 3 PSCC faculty to achieve grant milestones, included 6 total PSCC faculty to create original content for the course.

-Received NACCE tier 1 grant for the ENTR program. This grant allows the program to assist students with starting a business, provides funds for a pitch competition and minimal funding for faculty development.

-Develop appropriate material to deliver effective, efficient, and engaging lectures on the topic matter. Adapt as times, formats etc change.

-Engage students to become involved in their studies, college and community.

-Stay current with market trends in all business-related fields.

-Engage with the community to provide service as a representative from PSCC.

-Served as Interim Program Coordinator for Business part of spring 2018 and summer 2018.

-Served as Interim Program Coordinator PSCC Culinary Fall 2018-Spring 2019.

-Work With administration to create a benchmark/rubric/contacts for Dual Credit opportunities in management and marketing in the Blount County High Schools and the Knox County High Schools.

**Industry
Experience**

Over 10 years of direct human resource management experience

HR Coordinator: University of Tennessee Institute of Agriculture AgResearch Deans Office, 2621 Morgan Circle, 103 Morgan Hall, Knoxville TN 37996; January 2008-August 2013.

- Human Resource functions, including employee relations (ADA, FMLA, Disciplinary Actions, Training, and Mediation); Policy writing and implementation and project management.
- Point person for multiple projects including: Federal Civil Rights Review, employee recognition, and diversity initiatives'; liaison to legal counsel and system HR operations.
- Lead the Deans office in HR problem solving and creating initiatives for seven Departments and 10 Research Centers
- Special projects or resolution of employee issues at Chancellors request

Human Resources Analyst 3, Department of Children's Services/Knox County Community Services Agency 413 Northshore Drive Suite E Knoxville, TN; June 2003-January 2008

- Assist the Dept in pursuing Accreditation via creating standardized interviewing policy and state wide employee recognition program.
- Serve as HR liaison between six regional DCS Offices, 12 Group Homes and Central Office. Assisting regions with employee retention, employment law, diversity initiatives, among other issues
- Maintain current information and implement employee law, including: Title VI, Title VII, EEOC, ADA, FMLA, and HIPPA
- Approve and maintain Disciplinary Action for six assigned regions.

Trainer/Grant Writer/Resource Coordinator, Knox County Community Services Agency 413 Northshore Drive Suite E Knoxville, Tennessee, August 2002-June 2003.

- Set up and implement training for CSA staff to fulfill state regulations and the needs of the organization.
- Create and track training hours and staff requirements.
- Serve on various boards and community organizations as a CSA representative.
- Research and write grants to provide needed services to CSA and the community.
- Research community services, maintain and disseminate information related to these services.

Case Manager/Team Leader Resource Management, CMIV, DCS/ Knox County Community Services Agency 413 Northshore Drive Suite E Knoxville, Tennessee, November 1999-to July 2002.

- Manage 7 employees and \$13 million used to buy bed space for minors in DCS custody.

- Establish and maintain a positive working environment with all vendors.
- Maintain spreadsheets, billing, and personnel information.

Teaching/GTA at UTK

- Human Resource Development 452: Technology in Learning Environments: Online course addressing the use of diverse technology for creating and facilitating instruction and learning. GTA (facilitated class, grading, online issues resolution) Fall 2001-Summer 2002
- Human Resource Development 210: Microcomputer Applications: Windows applications; Taught Spring 2003-Fall 2003
- Human Resource Development 340: Training Systems: Strategies and Techniques: Fundamental knowledge, strategies, and techniques of training systems; Taught half, graded, created coursework, exams; Spring 2004-Fall 2005; Fall 2006-Spring 2007
- Human Resource Development 440: Program Planning for Adult Learning: Review of program planning for adult learning; GTA (research and resources) Spring 2006

Trainings Created/Presented

QEP project presentation
Employment Law (FMLA, ADA, Title VI, Title IX)
Employee Recognition (Statewide)
Disciplinary Action (Statewide)
Sexual Harassment
Supervisory Training
Hiring and Retention
Benefits

Presentations/Trainings

NACCE conference presentation 2023
Get Back Your Mojo- Co-Created and delivered as faculty development; 2020-2022
Handling Conflict, _Delivered multiple times at PSCC from 2013-current
Research Roundtable AHRD; Spring 2010: Engagement and Burnout in Organizational Development: Implications and Advancements

Boards/Committees:

Clarence Brown Theatre Board	2019-Current
Blount County High School business advisory board	2018-Current
Career Assessment Committee	2020-current
Leadership Training	2019-2020
PSCC Foundation Development Committee	2018-Current
PACE (PSCC) Faculty Development	2016-Current
UT Exempt Staff Council	2010-2013
UT Policy Advisory Group	2010-2013
Safe Policy	2004-2005
Knoxville Promise	2002-2003
Regional Resource Management Group	2000-2002

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Monthly Provider-DCS	2001-2002
Regional Resource Utilization	2001-2003

Professional Organization Memberships:

Society for Industrial and Organizational Psychology	2020-Current
Southern States Communication Association (SSCA)	2018-2020
Southern Management Association (SMA)	2015-Current
Academy of Human Resource Development (AHRD)	2012-Current