Curriculum Vitae

DERRICK V. WARREN, D.B.A.

Grambling State University • College of Business • Department of Management
R. W. E. Jones Drive • Grambling, Louisiana 71245
Office: 318-274-6298 • Fax: 318-274-3201
Email: WARREND@gram.edu

PROFESSIONAL PROFILE/OBJECTIVE

- **Complex Program Leadership | Analytics |Artificial Intelligence| Technology Transformation | Innovation**
- Administrator and Dean, Blockchain Ambassador, Senior IT Consulting Partner, Account Executive, having led teams across Africa, America, Asia Pacific, and Europe. Skilled in executing creative solutions that make the "complex, simple" across the business, technical, and cultural dimensions.
- Additional Competencies include:
  Data Science & Analytics |Blockchain |Sales & Solution Transformation |The Internet of Things (IoT) | Strategy |Financial Planning | Delivery Excellence | Business Optimization | Client Satisfaction |Stakeholder Management | Capital Building | Integrated Product Development |Cloud Sales and Solutions | Large Account Leadership| Organizational Change Management | Strategic Governance | Technology Implementation

EDUCATION

Doctor of Business Administration, GEORGIA STATE UNIVERSITY - Robinson College of Business, Atlanta, GA. August 2015 – August 2019
  SUPPORT AREA: Business
  DISSERTATION: *Digital Member Network Implementation and Coproduction: An Investigation of an Alumni Association Network.* https://scholarworks.gsu.edu/bus_admin_diss/119/

- **Master of Business Administration, University of South Florida – Muma College of Business, Tampa, FL. August 1994 – May 1996**
  SUPPORT AREA: International Business
- **Bachelor of Science in Computer Science, Southern University and A&M College, Baton Rouge, LA.**

PROFESSIONAL CERTIFICATIONS

- **UNIVERSITY OF SOUTH FLORIDA, Office of Corporate Training and Professional Education**
  Diversity, Equity, and Inclusion in the Workplace Certificate. May 2021:
  https://www.credly.com/badges/83d4c582-c8e3-4cc1-b526-fbb59b36fc29?source=linked_in_profile
- **MASSACHUSETTS INSTITUTE OF TECHNOLOGY, Sloan School of Management**
  Certificate of Completion - Blockchain Technologies: Business Innovation and Application.
  August - September 2018
- **GEORGIA STATE UNIVERSITY, Atlanta, Georgia, Robinson College of Business**
  Executive Doctorate Teaching Certificate – Master Teacher Program. November 2017
- **THE UNIVERSITY OF ALABAMA, Tuscaloosa, Alabama**
  Career Opportunities in Real Estate (CORE) Certificate. May 2022
  https://www.credly.com/badges/d2e700d2-d661-45f2-a29b-d759a019e2fd

  IBM SKILLS ACADEMY BADGES/CERTIFICATIONS (Click on the link to view credentials)
- **Enterprise Design Thinking Practitioner Badge**. May 2020: https://www.credly.com/badges/a9d103ea-45e4-4da0-a5cc-bd4a5c33088f
- **Enterprise Design Thinking – Team Essentials for Artificial Intelligence (AI) Badge**. June 2020: https://www.credly.com/badges/89782e47-3def-4687-a6a6-f0f20b03692a
- **Artificial Intelligence – Instructor Badge**. August 2020: https://www.credly.com/badges/7952571c-dda2-46f9-9263-1e71e9245df1
- **Cloud Computing – Instructor Badge**. August 2020: https://www.credly.com/badges/824bd147-f9ba-4225-ab1f-0979a1b5ec0d?source=linked_in_profile

- **Cybersecurity – Instructor Badge**. August 2020: https://www.credly.com/badges/f5209e39-ade8-46a0-8b88-dbfe01e6bef3?source=linked_in_profile
- **Data Science – Instructor Badge**. August 2020: https://www.credly.com/badges/153c4c94-0c02-481b-8617-078a8dbf7548
- **Internet of Things – Instructor Badge** – November 2020: https://www.credly.com/badges/d7c15995-7ae1-473d-8c02-020fdb84b2ea
- **Blockchain – Instructor Badge.** January 2021: https://www.credly.com/badges/423442cf-ad42-42f8-acf5-66c31604cad3
- **Getting Started With Enterprise Data Science Badge.** December 2022: https://www.credly.com/badges/357c1313-9377-47ad-a895-e5c441a042a8/public_url

  QUALITY MATTERS CERTIFICATIONS (Click on link to view credential)
- **Teaching Online Certificate**. June 2020: https://www.credly.com/badges/1c87c113-eb5a-4cf7-93a3-db7dd5452a88
- **QM Policy Awareness Certificate**. June 2020: https://www.credly.com/badges/7d0e47f1-7d35-4841-9d48-78183f1eed04
- **Evaluation of Course Design Certificate**. May 2020: https://www.credly.com/badges/eee1359c-ad3a-4fe6-8157-a1e28ba96ec5
- **Technology Skills Self-Assessment.** May 2020: https://www.credly.com/badges/9a842bcb-6396-40db-aed9-7559921f15c2
- **Connecting Learning Theories to Teaching Strategies Certificate**. April 2020: https://www.credly.com/badges/b9b92af4-f76a-4664-8ce8-7964746b194c
- **Creating Presence Certificate**. April 2020: https://www.credly.com/badges/bf72f1e6-f052-4d73-b973-32a9df42a631
- **Learner Assessment Certificate**. April 2020: https://www.credly.com/badges/b141df75-afb6-41fc-8eb7-3dc46ae030fa
- **Orienting Learners Certificate**. April 2020: https://www.credly.com/badges/0f4f35c2-91eb-46a3-8bc5-a00b3ce272a4
- **Applying the QM Rubric Certificate**. September 2018: https://www.credly.com/badges/ec0951fe-665a-441d-87c3-1fb1afe5b68f

ACADEMIC HONORS AND AWARDS

- **TEDx Talker** at Inaugural TEDx Scotlandville; Talk Title: *Facing Fear, Finding Fulfilment and Fueling Fun Using First Time Experiences.'* May 2021: https://www.youtube.com/watch?v=kIYPuLgokBk
- **Metamucil HBCU Challenge.** Southern University 1st place finish in 2019, 2021 and 2022. These awards were based on SU System stakeholder registrations. The awards were $10,000 for 2019 and 2021 totaling $20,000. The 2022 award totaled $30,000. **Key Contributor** https://www.youtube.com/watch?v=ZNPLDnbOiEU. 2019 and 2021.
- **Thurgood Marshall College Fund (TMCF) and NBA 'Innovate the Future' Challenge Coach.** Coached team of three to a 3rd Place finish (out of over 100 entries). https://www.subr.edu/news/southern-students-place-third-in-tmcfnba-challenge
- **Home Depot Retool Your School (RYS) HBCU Challenge.**
  - Southern University - Baton Rouge Top Three Finish in 2019, 2020 and 2021. Top 4 finisher in 2022. 2019 award was $30,000. 2020 award was $50,000. 2021 award was $40,000. $2022 award was $30,000 (totaling $150,000). The awards were used at the SUBR Cade Library and to place student collaboration stations on the Bluff and around Lake Kernan. **Key Contributor.** https://corporate.homedepot.com/newsroom/retool-your-school-2021-winners. 2019 – 2021. https://corporate.homedepot.com/news/foundation-and-community/30-winners-2022-retool-your-school-campus-improvement-grants
  - Southern University – Shreveport Top Ten Finish in 2021. 2021 award was $20,000. **Key Contributor** (See link above). 2021

- National Alumni Director of the Year (September 2018). National Black College Alumni Hall of Fame (NBCHOF)**. https://www.southerndigest.com/article_47918c72-c07d-11e8-8760-b34c705f1a31.html**
- President's Award (2018, 2019). SOUTHERN UNIVERSITY ALUMNI FEDERATION
- Distinguished Service Award (MARCH 2018). SOUTHERN UNIVERSITY ALUMNI FEDERATION. LAFAYETTE, CHAPTER. LAFAYETTE, LA.
- Excellence in Leadership Award (2017). The Home Chapter of Southern University Alumni Federation
- Jaguar Foundation of Atlanta 'Man of the Year – Technology.' (August 2014). Commerce Club, Atlanta, Ga.
- Lifetime Professional and Public Service Achievement Award. IRFR. (July 2019). New Orleans, La.
- IBM Golden Circle (Top Company Award – 2004)
- IBM Hundred Percent Club
- National Society of Black Engineers Recognition (2005). Region III Regional Conference. Atlanta
- Commencement Speaker, Southern University at Baton Rouge. Fall 2011. Baton Rouge, La.
- National, Regional, State and Chapter Brother of the Year. (1981-82). Alpha Phi Alpha Fraternity, Inc. (National award presented at the Los Angeles National Convention.
- STUDENT GOVERNMENT ASSOCIATION (SGA) PRESIDENT. SOUTHERN UNIVERSITY – BATON ROUGE
- SGA JUNIOR CLASS PRESIDENT – SOUTHERN UNIVERSITY – BATON ROUGE
- HBCU EXECUTIVE ORDER INITIAL SIGNING. INVITED TO THE WHITE HOUSE BY PRESIDENT RONALD REAGAN
- THURGOOD MARSHALL SCHOLARSHIP FUND OUTSTANDING SERVICE AWAR

ACADEMIC/TEACHING EXPERIENCE

Dean, Grambling State University, College of Business, Grambling, LA, 2023 to Present
- Tenured, August 2023
- Taught Fall 2023 - Present
- Currently teaches General Business 150, Management Policy and Principles, Principles of Advertising, International Marketing,
- Was hired by GSU on August 1, 2023

Associate Dean, Southern University
- Taught Fall 2020 – Spring 2023
- Taught Management Information Systems, Principles of Management, General Business
- Was hired by Southern University on July 1, 2016

Adjunct Professor, Marketing and Management. Southern University Baton Rouge – College of Business (September 2020 – 2021). Courses Taught:
- **Principles of Management**: MGMT 300B-03 (Undergraduate)
- **Internet of Things:** IBM Skills Academy Credential Course (Undergraduate and Graduate)
- **Production Management:** MGMT 310B-01(Undergraduate)
- **Information Systems Management:** MGMT 515B-01 (Graduate)
- **Information Systems Management:** MGMT 515B-02 (Graduate)
- **Management Information Systems:** MGMT 305B-02 (Undergraduate)
- **Data Science:** IBM Skills Academy Credential Course (Undergraduate and Graduate)
- **Enterprise Design Thinking:** IBM Academic Initiative Credential Course (Undergraduate; Graduate; SU Law Center)
- **Design Essentials for Artificial Intelligence:** IBM Academic Initiative Credential Course (Undergraduate, Graduate, SU Law Center)
- **Data Science Foundations 101:** IBM Academic Initiative Credential Course (Undergraduate; Graduate; SU Law Center)
- **Big Data Foundations:** IBM Academic Initiative Credential Course (Undergraduate; Graduate; SU Law Center)

Director, SU System Virtual IBM Skills Academy Boot Camp (Undergraduate; Graduate; SU Law Center). Southern University System (December 2020).
- Trained nine SUBR and SUNO faculty and staff on IBM Skills Academy offerings for one week in preparation for 2-week SU System Boot camp.
- Trained 50 undergraduate and graduate students in the following areas:
- **Artificial Intelligence:** IBM Skills Academy Credential Course (Undergraduate; Graduate; SU Law Center).
- **Data Science:** IBM Skills Academy Credential Course (Undergraduate and Graduate; SU Law Center)
- **Internet of Things:** IBM Skills Academy Credential Course (Undergraduate and Graduate; SU Law Center)
- **Enterprise Design Thinking:** IBM Academic Initiative Credential Course (Undergraduate; Graduate; SU Law Center)
- **Design Essentials for Artificial Intelligence:** IBM Academic Initiative Credential Course (Undergraduate, Graduate, SU Law Center)
- **Data Science Foundations 101:** IBM Academic Initiative Credential Course (Undergraduate; Graduate; SU Law Center)
- **Big Data Foundations:** IBM Academic Initiative Credential Course (Undergraduate; Graduate; SU Law Center)

Instructor, SUBR College of Business University Center for Economic and Entrepreneurial Development. Business and Entrepreneurship Advancement Program (BEAP) – Undergraduate, Graduate and Adult Learners. (June – July 2021)
- Created 'Technology for Entrepreneurs' course titled 'What the TECH is going on?' for BEAP initiative (Week 6, Session 11 and 12).
  https://www.canva.com/design/DAEkYO0r360/XeO8167jyjnjhv3Vpu7ebA/view?utm_content=DAEkYO0r360&utm_campaign=designshare&utm_medium=link&utm_source=publishpresent
- Introduced and awarded IBM Design Thinking digital credentials to class participants.
- Introduced additional learning platforms, including Skillsbuild, Hubspot Academy, Grow with Google, and Coursera, to further engagement certification and micro-credential attainment.

Instructor, Management Information Systems (Undergraduate and Graduate)
- **Southern University Baton Rouge – College of Business. (Fall 2021 - Present)**
- Confirmed Instructor for Management Information Systems. Courses will resume in the fall of 2021 and spring of 2022. Digital credentials in Design Thinking, Data Science, and other areas awarded to students.

Lecturer, Tax and Nonprofit Status Workshops (Graduate and Adult Learners). Southern University System (January – May 2021; Monthly Sessions)
- Developed course on Tax and Nonprofit status attainment/maintenance for graduates.
- Provided consulting that helped participants incorporate and secure nonprofit status.

Lecturer, Enterprise Design Thinking. Southern University, Leroy Roquemore Computer Science Symposium. (March 19, 2021)
- Coached Faculty and students on ways to access and complete the IBM Enterprise Design Thinking. Badges/micro certifications were awarded upon course completion.

Lecturer, IBM Global University Programs. Southern University at New Orleans College of Business and Information Systems Convocation (March 23 – 24, 2021).
- Introduced IBM Global University Programs to faculty, staff, and students in the college. Demonstrated how to access lectures, courses, and technology assets on the platform for ongoing support and usage. This included badges/micro certifications and software.

Lecturer, IBM Global University Programs. Southern University at Shreveport (June 1, 2021).
- Introduced IBM Global University Programs to faculty and staff at Southern University – Shreveport. Conducted workshop on the lectures, courses, technology assets on the platform for ongoing support and usage. This included badges/micro certifications and access to software tools of relevance to the existing curriculum.

COURSES TAUGHT

Undergraduate
- Principles of Management
- Principles of Advertising
- General Business 150
- Management Policy and Principles
- Introduction to Business
- Entrepreneurship

Graduate
- Information Systems Management
- Principles of Management
- Data Analytics

TEACHING INTERESTS

- Data Science & Analytics |Blockchain |Sales & Solution Transformation |The Internet of Things (IoT) | Strategy |Financial Planning | Delivery Excellence | Business Optimization | Client Satisfaction |Stakeholder Management | Capital Building | Integrated Product Development |Cloud Sales and Solutions | Large Account Leadership| Organizational Change Management | Strategic Governance | Technology Implementation

PROFESSIONAL EXPERIENCE

Chairman – Universal Decentralized Asset Platform (UDAP) Foundation - SINGAPORE: 3/2017 - Present

As Chair of the UDAP Foundation, I nurture, harvest, and grow the community ecosystem in support of the UDAP mission of "Tokenizing Everything." UDAP is blockchain middleware for non-currency asset lifecycle management. **UDAP reduces the cost of building asset-oriented applications.** https://www.udap.io/

- Established UDAP Foundation Business and Marketing Plan yielding community growth and exposure globally.
- Worked with UDAP Founders and Development Team to establish online and social media presence.
- Foundation memberships on Facebook, Instagram, Twitter, Telegram, LinkedIn, Twitter, YouTube, Reddit and Medium. Combined communities total thousands of followers
- Secured four Advisers with diverse skills across information technology, business, and crypto and education industries.
- Expanded UDAP partnerships and alliances with complementary organizations in North America and Asia

PRESIDENT – Pinnacle Software Solutions – ATLANTA, GEORGIA: 10/2015 – 5/2016

As Pinnacle President, I provided leadership direction and clear sense of purpose to Pinnacle Software existing team, partners and stakeholders while working with the Board on company relevance and future Transformation Programs.

- Worked with Pinnacle Team to position future opportunities and strategies for growth.
- Enhanced Pinnacle's culture, vision and key goals through the identification and sharing of leading software firm practices.
- Analyzed the existing client base and current contracts to ensure effective operations, delivery, and positive client satisfaction.
- I identified and helped establish alliances and partnerships with other organizations

VP and PARTNER - STRATEGY and ANALYTICS, GLOBAL BUSINESS SERVICES (GBS) - SHENZHEN, CHINA: 1/2013 – 2/2015

Strategy and Analytics Engagement Partner providing Integrated Product Development (IPD), Services Transformation, Knowledge Management and Sharing, Program Cost Management, Open-Source expertise and leading practices which resulted in bottom line year to year growth and the development of new revenue streams for the client.

- Led team of consultants, subject matter experts and architects in designing and deploying Strategy, Analytics, Services Transformation, Cloud, Social and Open-Source engagements contributing several million dollars in Client and IBM signings, profit, and revenue growth
- Taught and Implemented Leading Practices on Integrated Product Development including design, development, deployment, and optimization; Governance, roles, and responsibilities for Integrated Product Development Teams (IPMTs) with strengthened accountability systems put in place; Drove service product enablement at the Global, Regional and Country level.
- Educated key client Executives and Leaders on Portfolio, Platform, Pipeline and Market Management leading practices which contributed toward the introduction of new offerings and business growth.
- Created Industry Journey Map for Macau Based entertainment companies sharing data analytics and next best action tools that transformed the current state into a modernized future state

VP and SENIOR GLOBAL PROGRAM EXECUTIVE, GLOBAL TECHNOLOGY SERVICES (GTS) - NORTH AMERICA/UK/JAPAN and additional worldwide locations: 1/2011 – 12/2012

Led Account Team for Global Industrial Sector client and Life Sciences Engagement providing Network, Platform, Field and Project Services, Service Desk, Workstation/Software Packaging, Voice Optimization and Business Continuity and Resiliency Services

- Improved Client Satisfaction year to year and achieved a perfect 10 in the company survey.
- Negotiated and closed five year $70M Storage Optimization/Cloud Storage agreement and first Cloud deal within sector valued at approximately $2M TCV.
- Generated over $33 Million in base growth revenue.
- Helped team secure finalist selection and eventual signing of Global Life Sciences client operating across three geographies.
- Delivered / Transformed infrastructure and project services resulting in over 16 Million in YTY savings

VP – GTS STRATEGIC OUTSOURCING (SO) SALES – NORTH AMERICA: 6/2010 – 12/2010

SO Sales and Sales Solution and Value Transformation (SSVT) leader for IBM GTS North America. Part of the globally integrated team responsible for revitalizing our client value proposition, facilitating the Integration of SO and ITS Offering Management as well as enabling more efficient/effective client engagements.

- Contributed to IBM's top line business objectives of revenue and profit by enabling 28 key pilot deal teams; These deals were won or down-selected totaling over $1.5B of TCV.
- Personally, led SSVT Training and Offering Education sessions for over 1000 IBM GTS Sales professionals across the US and Canada ensuring methodology adoption and implementation.
- Created and Balanced Scorecard and collaborated with Client Solution Executives (CSEs), Business Development Executives (BDEs), Project/Delivery Executives, Deal Hub, and other support personnel to create reusable assets and components in support of business standardization, simplification, and value creation

VP and SENIOR GLOBAL PROJECT EXECUTIVE (PE) – JOHANNESBURG, SOUTH AFRICA: 3/2009 – 6/2010

Client relationship and account management leader for IBM Infrastructure and Application Maintenance Services for one of Africa's Largest Mobile Telephone Operators with over 100 Million subscribers across Africa and the Middle East.

- Championed operational excellence, delivery effectiveness/efficiency, robust account health, audit/controls compliance, and high client satisfaction across the IBM account relationship
- Exceeded Account Revenue target by $15.8M and drove signings up over 300% YTY (highest in SS Africa)
- Implemented a Billing Center of Excellence and Technical Review Board (TRB), improving accuracy

VP – CLIENT SERVICES and PROJECT EXECUTIVE COMPETENCY - ASIA PACIFIC: 3/2006 – 2/2009

*Profit & Loss Leader for Asia Pacific (AP) Strategic Outsourcing (SO) Accounts, driving double-digit revenue and profit growth across 16 countries including **Australia, Brunei, China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, New Zealand, Philippines, Singapore, Sri Lanka, Taiwan, Thailand and Vietnam***

- Drove positive double-digit account revenue, profit, and signings growth for nine consecutive quarters with marked improvement in Client Satisfaction across geography
- Mitigated millions in base account erosion through innovation and value add program implementation.
- Established PE Competency in geography and increased certifications by 4X

IBM VICE PRESIDENT – CLIENT SERVICES and PROJECT EXECUTIVE COMPETENCY, ASIA PACIFIC, Tokyo, Japan and Shanghai, PRC (2006 - 2009)

Profit & Loss Leader for Asia Pacific Strategic Outsourcing Accounts driving double digit revenue and profit across Asia Pacific region and restoring Japan growth. Also established and led skills development and PE Enablement initiatives across 16 countries including Australia, Brunei, China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, New Zealand, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, and Vietnam.

- Drove positive double-digit account revenue growth for 9 consecutive quarters (over 52% YTY)
- Increased Gross Profit margins and market share double digits across Integrated marketing Teams (IMTs)
- Drove higher signings (double digit)
- Marked improvement in Client Satisfaction across geography.
- Mitigated millions in base account erosion through innovation and value add program implementation.
- Improved Troubled/At-risk Accounts YTY and established management system to prevent recurrence.
- 4X increase in certifications across the Project Executive competency.
- Led Technical Resources Program, increasing the number and diversity of technical talent across the region through focused initiatives designed for retention and skill development

IBM VICE PRESIDENT and GLOBAL RELATIONSHIP PARTNER, Large Distribution Sector Client, Parsippany, NJ/New York, NY (2004 -2006)

Managed, rejuvenated, and turned around financially challenged contract from underperforming/ negative to overachieving/positive.

- Collaborated with client and IBM Team addressing key Financial Challenges and improved Client Financials from negative $31 Million to positive $13 million.
- Captured significant new business including a $50 million TCV Business Continuity and Resiliency Services contract, Multi-million High-End Web Development Deal and Travel Services Contracts
- Improved Client Satisfaction year by 1.5 points
- Enhanced Service Delivery in all contract areas thus improving the overall tone of account and relationship.
- Increased C-Suite references on account from One to Four
- Championed Service Delivery Excellence Initiatives enabling the team to meet or exceed key service level agreements.
- Implemented "Spirit" Campaign yielding morale improvements, business impact reduction, employee/client teaming and recognition.
- Dramatically improved communications through Monthly Line Management Calls, Client Speaker Series, webcasts, Team Fusion Event and executive interviews across the Project Office, Service Delivery, Finance Teams, and client business units; This strengthened the relationship, brought additional clarity around joint alliance objectives, and addressed key client pain points.

IBM SENIOR PROJECT EXECUTIVE – Large Retail Client, Duluth, Georgia (2001 – 2004)

Delivered innovation, value and rapid growth for client and IBM introducing new services that helped fuel year to year business success.

- Collaborated with client to develop an extensive cost takeout strategy netting over $10 million in YTY savings.
- Overachieved financial targets for three consecutive years through base growth and the addition of value-added services.
- Exceeded 2001, 2002 and 2003 externally administered customer satisfaction objectives receiving client evaluated perfect "10" ratings each year.
- Leveraged industry knowledge and helped clients establish Merchandising and Advertising Initiatives using IBM Research, Business Partners, and Institute for Business Value
- Ensured client audit readiness by achieving an "A" rating (highest) on Internal and External Audits
- Developed client Alliance (Set/Met) objectives which focused on stability, high availability, and innovative solution delivery.
- Established Architecture Leadership Committee which created a "One Team" View of the client enterprise.
- Secured client's commitment to serve as one of the IBM Strategy and Change Organizations' first retail Business Value Alliance members.
- Championed Service Delivery Excellence Initiatives exceeding all service level agreements.
- Created concept for and implementation of IBM Client Project Dashboard which allows for accurate tracking and status reporting of key projects and proposals for Sr. Executives and CIO
- Led IBM/client operations through three of its most stable IT holiday periods in company history.

IBM DIRECTOR – e-BUSINESS – SERVICE DELIVERY CENTER - WEST, Boulder, Colorado (2000 – 2001)

Thought leader for e-business team delivering Universal Server Farm (USF) management, architecture, account management, transition, middleware integration, help desk, database, networking services to Fortune 500 companies in Boulder, CO, Columbus, OH, San Paolo, Brazil, Mexico City, Mexico, and Buenos Ares, Argentina.

- Drove 300% YTY customer account growth, 400% YTY server growth, and 900% YTY URL growth.
- Led team in developing an enhanced 24 by 7 support model yielding improved site mean time to recover
- Facilitated major switch transition and related hardware/software upgrades significantly enhancing USF infrastructure, heightening availability, reliability, and serviceability.
- Created numerous "Best Practices Initiatives" for IBM and clients that refocused new services and contributed to business growth and effectiveness.
- Ensured Service level attainment across enterprise with many accounts experiencing 100% availability.
- Established an SDC-West Speed Team reducing cost, cycle time, and improved quality of service

VARIOUS PROJECT EXECUTIVE, MANAGEMENT and LEADERSHIP ROLES, Columbus, OH, Washington, DC, Lexington, KY, Sterling Forest, NY, Somers, NY, Tampa, FL (1983 – 1999)

Proven innovative Leader with the ability to drive growth, lead transformation, develop new business and translate ideas into results.

- Led talented and diverse team of e-business professionals in stabilizing, upgrading, migrating and relaunching site in preparation for holiday season. This included building new systems/network facilities and expanding existing facilities with innovative technology.
- Results yielded 4X improvement in hits, visits, page views, as well as a 2X improvement in conversion rates. Online store revenues increased 5X (500%) while still exceeding SLA objectives.
- Implemented client solution ahead of schedule (implemented in 12 days). Once launched, the site remained 100% available.
- Established Project Office, led Contract Initiation and Financial Transition for large Financial Services client.
- Set invoice methodology and developed tracking vehicles to manage contract deliverables status.
- Transitioned key Mainframe and Distributed SMC disciplines (Change, Problem, Backup/Recovery, Operations, Request for Service)
- Created client Balanced Scorecard which was reviewed monthly with key customer executives.
- Led successful transition of multi-million-dollar Bank mainframe, network operations, midrange, help desk, and other key business services contract from national services vendor to IBM Global Services – South
- Analyzed and created print recommendations for bank (which were accepted).
- Collaborated directly with client application development teams to implement new software products and upgrade existing products, systems, and applications in support of Year 2000 activities.
- Managed team of over 120 application development professionals in delivery of state-of-the-art solutions utilizing object-oriented, client/server, Java, Internet, web, and host-based technologies. Solutions developed in support of IBM's Year 2000 National Practice, Consulting Practices, and services offerings.

- Delivered over $14 million dollars in cost savings to IBM through creative development initiatives.
- Increased patent registrations in the areas of year 2000 services development. Reduced expense exposures year to year by over half a million dollars.
- Business Recovery Services Customer Support and Delivery Manager implementing planning and recovery services for over 3000 customers spanning all industries.
- Effective and efficient management and support of hardware/software assets totaling over $120,000,000.
- Increased recovery service delivery customer satisfaction to an industry high rating of over 95% NSI.
- Successfully recovered customers impacted by Hurricanes Luis, Opal, Emily, Andrew, the Midwest floods, and the 1994 LA earthquake.
- Increased department morale index by 44 points from a rating of 56 to 100 (the highest in the corporation)
- Implemented Service Delivery Cost Reduction Program that resulted in over $2,100,000 in savings.
- Assisted in the announcement and roll-out of Networking Services headquarters relocation from the US to England
- Implemented IS Services Platform across all IBM Information Network processors and Rolm Systems.
- Led implementation into US of MVS/Application System and VM/Application from England.

SCHOLARLY CONTRIBUTIONS

- **Ali A.[1], Warren, D.V.[2], Mathiassen, L.[3]** (2017). Cloud-based business services innovation: A risk management model. *International Journal of Information Management, 37*(6), 639-649. https://isiarticles.com/bundles/Article/pre/pdf/83187.pdf
- **Warren, D. V.** (2019). Digital Member Network Implementation and Coproduction: An Investigation of an Alumni Association Network. Over 133 downloads; 322 abstract view and 642 social media shares, likes, and comments. https://scholarworks.gsu.edu/bus_admin_diss/119/
- **Warren, D.V.** (2022). Foreword Author. The HBCU Experience: Southern University 2nd Edition, 2022https://www.thehbcuexperiencemovement.com/the-hbcu-experience-the-southern-university-system-2nd-edition/
- **Warren, D.V.** (2021). Expert Author. The HBCU Experience: Southern University Edition, 2021. https://www.thehbcuexperiencemovement.com/the-hbcu-experience-the-southern-university-system-edition/
- **Warren, D.V.** (2020, 2017 Editions). Editor. Introductory Book Section. Southern University Alumni Federation Directory
- **Warren, D. V.** (2022). Editor. Southern University Alumni Oral History Project (In Process)
- **Warren, D.V.** (2003) IBM on Demand Thinking Ad Series. CIO Magazine, Forbes Magazine, Time Magazine, Business Week Magazine Wall Street Journal. https://books.google.com/books?id=rAkAAAAAMBAJ&pg=PA20&lpg=PA20&dq=Derrick+Warren+-+IBM&source=bl&ots=2CQ3dHHiHu&sig=ACfU3U2Ela72UsEwXcrTkkBCYN2_Y6WihA&hl=en&sa=X&ved=2ahUKEwiwiaDzyuvxAhVfAp0JHdXrBg4Q6AEwEnoECBEQAw#v=onepage&q=Derrick%20Warren%20-%20IBM&f=false
- **Warren, D.V.** (2005) Consulting for Engineers. National Society of Black Engineers (NSBE). https://www.google.com/books/edition/NSBE/4khQAAAAYAAJ?hl=en&gbpv=1&bsq=Derrick+Warren+-+IBM&dq=Derrick+Warren+-+IBM&printsec=frontcover

CONFERENCE PAPERS, HEARINGS, MEDIA INTERVIEWS AND INVITED PRESENTATIONS

- *Level-up! Using Digital Credentials for Accelerated Learning and Skill Gap Closure.* Mentor and Invited Speaker. American Association of Colleges & Universities Institute – August and October 2022. https://www.aacu.org/people/derrick-warren
- *The Future of Work and the Implications for Higher Education.* Mentor and Invited Speaker. American Association of Colleges & Universities Institute – August and October 2022. https://www.aacu.org/people/derrick-warren
- *Impact of Loan Forgiveness.* Expert Speaker. WAFB Channel 9 Interview. August 2022 https://www.wafb.com/2022/08/24/borrowers-react-partial-student-loan-debt-forgiveness/
- *Near or Far: The Importance of Digital Credentials.* Southern University Study Abroad Program. Invited Speaker. Kwame Nkrumah University of Science and Engineering (KNUST). Kumasi, Ghana. June 2022.
- *Fortune 500 Company to train Southern University Students in Cybersecurity Media Interview.* Expert Speaker – University Lead. Baton Rouge. May 2022 https://www.brproud.com/news/local-news/fortune-500-company-to-train-southern-university-students-in-cybersecurity/
- *Implementing the IBM Skills Academy at Southern University.* Invited Speaker. IBM Light the Fire Monthly Call. January 2022
- *IBM Academic Initiative Lessons Learned.* Invited Speaker. - IBM Global University Relations Monthly Call - Naguib Attia – Vice President and Host. June 2021
- *A Year in Review.* Speaker. Southern University Alumni Federation – Virtual Leadership Summit.
- *Why Southern University? Why Not?* Invited Speaker. Southern University Alumni Federation – Houston Chapter Scholarship Event. June *2021*
- *IBM Extends HBCU Initiatives Through New Industry Collaborations Interview.* Expert Speaker – University Lead. May 2021. https://newsroom.ibm.com/2021-05-07-IBM-Extends-HBCU-Initiatives-Through-New-Industry-Collaborations
- *MBA Strategic and Tactical Plan.* Southern University College of Business Strategic Planning Session. April 2021
- *IBM Academic Initiative.* Invited Speaker. SU at Shreveport Academic Affairs Meeting. April 2021
- *Digital Credentialing.* Invited Speaker. Southern University – New Orleans Virtual College of Business Assembly and Town Hall. March 22 – 23, 2021
- *Why Southern University? Why Not? Digital Credentialing.* Invited Speaker. California Community College Recruiting Series. March 2021
- *BSTEA²M: Business.Science.Technology.Engineering.Agriculture/Art.Math: Bridging the technology divide with engaged scholarship and corporate partnerships.* Leroy Roquemore Symposium. March 2021
- *IBM Academic Initiative: Digital Credentialing.* Invited Speaker. Southern University College of Business Faculty Convocation. January 2021
- *Introductory Book Section.* Southern University Alumni Federation Directory. 2017 and 2020
- *Senior Talk with Clara Hubbard.* Radio Interview and Invited Panelist. November 2020
- *International Communications and Cultural Dynamics: Jack Talks with Jamie Humphries @ SFASU,* Texas A&M – Stephen F. Austin University. October 2020
- *Now is Our Time Financing Our Future: How HBCU Investment Spurs America's Greatness.* Congressional Black Caucus Foundation Panel Discussion. September 2020. Replay https://www.youtube.com/watch?v=-ehFMN1OQkc&t=942s
- *Giving Back Through IBM Global University Programs.* IBM Black Community Town Hall Keynote. Zoom Video Conference. September 23, 2021
- *IBM Education and Industry Impact.* Congressional Black Caucus Foundation: White House Initiative on HBCUs Panel: September 21, 2020
- *IBM Global University Programs, Academic Initiative and Skills Academy.*
  - Invited Speaker. DXC Team Meeting. August 2020
  - Invited Speaker. SU Law Center. August 2020
  - Invited Speaker. SU Ag Center. August 2020

- *Greater is Coming*. *Back To School Scholarship Program*. Bastrop, La. September 2019
- *Back to the Future*. *Back To School Youth Worship and Awards Day, Pineville, La. August 2017*
- *IBM and SJM Holdings: Playing to Win with Next Best Actions*. Macau, China. July 2014
- *Cloud Based Business Services Innovation: A Risk Model*. Engaged Management Symposium. Paris Dauphine University, Paris France. September 2016. https://executive-doctorate.dauphine.fr/details-dune-actualite/article/6e-conference-internationale-engaged-management-scholarship-ems.html
- *We Are Southern*. *Southern University Founder's Day Luncheon*. Invited Speaker. SUAF Lafayette Chapter. Lafayette, La. March 2017
- *IBM and Galaxy: Playing to Win.* Galaxy Headquarters. Macau, China. September 2014
- *Global Technology Services – Offering Management Development Transformation*. Huawei Global Headquarters. Shenzhen, Peoples Republic of China. July 2014
- *IBM Customer Experience Lab: An Introduction*. IBM – SJM Client Meeting. Hong Kong, China. July 2014
- *SJM Macau Customer Journey Map*. Sociedade de Jogos de Macau, S.A. (SJM) Headquarters. Hong Kong, China; Macau, China. July 2014
- *Information Communications Technology (ICT) Trends*: Point of View: Ubiquitous Connectivity. Huawei Global Headquarters. Shenzhen, Peoples Republic of China. May 2014
- *Integrated Product Delivery (IPD) Post Assessment*. Huawei Global Headquarters, Shenzhen, Peoples Republic of China. December 2013
- *IBM Global Delivery.* Huawei Global Headquarters, Shenzhen, Peoples Republic of China. February 2013
- *Project Orion Global Governance and Compliance: A Model Discussion*. *Astellas* Headquarters. Chicago, Illinois. October 2012
- *Life Sciences Imperatives Conversation*. IBM- Astellas Meeting *Astellas* Headquarters. Chicago, Illinois. October 2012
- *IBM – Astellas Innovation Discovery and Final Presentations*. Astellas European Headquarters. London, England. October 2012
- *IBM – Astellas Overview and Asia Pacific Governance Presentation*. Astellas Japan Headquarters. Tokyo, Japan. *September 2012*
- *IBM Managed Storage Solution*. Dow Chemical Headquarters. Midland, Michigan. September 2012
- *Let's Build a Smarter Planet*. USF EMBA Grand Challenge. University of South Florida Executive MBA Monthly Lecture Series. Tampa, Florida. July 2011
- *Platform Infrastructure Delivery Optimization.* Global Technology Services Dow Chemical Headquarters. Midland, Michigan. June 2011
- *IBM@Dow Infrastructure Delivery Optimization*: Dow Chemical Headquarters. Midland, Michigan. May 2011
- *IBM Client Financial and Innovation Models*. Dow Chemical Headquarters. Midland, Michigan. March 2011
- *Sales Solution and Value Transformation (SSVT) Model*. Global Technology Services North America IOT, Quarterly Managers IOT Meeting. September 2010
- *Increasing Value, Effectiveness and Efficiency.* Global Technology Services North America IOT, Quarterly Managers IOT Meeting. May 2010
- *MTN Group and MTN Nigeria 2010 Framework*. Mobile Telephone Networks (MTN) Briefing. Sandton, South Africa. January 2010
- *IBM@MTN Executive Company Board Presentation*. Mobile Telephone Networks (MTN) Briefing. Sandton, South Africa. September 2009
- *MTN Group Delivery Readiness*. Mobile Telephone Networks (MTN) Briefing. Sandton, South Africa. August 2009
- *MTN Nigeria Delivery Readiness*. Mobile Telephone Networks (MTN) Briefing. Lagos, Nigeria. August 2009
- *Roles and responsibilities: BIL-BAM-SDM-BLI-BDM*. Mobile Telephone Networks (MTN) Briefing. Sandton, South Africa. June 2009
- *IBM@MTN Stakeholder Mapping and Value Creation*. Mobile Telephone Networks (MTN) Briefing. Sandton, South Africa. March 2009

- *Critical Factors in the Strategic Development of Project Management*. International Project Management Forum. Hong Kong, China. September 2006
- *IBM Asia Pacific: Project Executive Competency*: Seoul, South Korea. June 2006
- *IBM Asia Pacific: Project Executive Competency, a Strategic Management Approach*. IBM South Korea Client Innovation Forum: JeJu Island, South Korea. June 2006
- *IBM Asia Pacific: Project Executive Competency, A Strategic Management Approach*. IBM Taiwan Executive Conference. Taipei, Taiwan. December 2006
- *The Importance of Historically Black Colleges and Universities.* Department of Labor, Health, and Human Services Committee Hearings. Washington, DC. September 2003
  https://www.google.com/books/edition/Departments_of_Labor_Health_and_Human_Se/3Ab9LFCUTIkC?hl=en&gbpv=1&dq=Derrick+Warren+-+IBM&pg=PA715&printsec=frontcover

RESEARCH INTERESTS

- Alumni Engagement and Satisfaction
- Information Technology Adoption and Coproduction
- Education Pedagogy Innovation
- Data Science and Analytics
- Cybersecurity for Business
- Technology Pedagogy for Nontechnical learners
- Artificial Intelligence, Machine Learning and Deep Learning
- Entrepreneurship
- Technology for Business Majors and Owners
- Student recruitment, retention, and reclamation

UNIVERSITY and COLLEGE OF BUSINESS SERVICE

- Secured $30,000 in donations within the first 3 months of hire date at Grambling State University
- Presented Financial and Digital Literacy directives to students and business professionals at the Black Blockchain Summit, HBCU Week and Capitol Hill.
- Created Entrepreneur in Resident Program (2023 – Present)
- Sponsored student-led 'GRAMPreneurs' organization (August 2023 – Present)
- Sponsored student-led Grambling Business Association (GBA) (January 2024 – Present)
- Southern University System (SUS) and Grambling State University IBM Single Point of Contact (SPOC) 2019 - Present
- Secured over $30,000,000 in technology assets for SUS; Trained and secured digital credentials for 30 Faculty and over 500 students in Artificial Intelligence, Blockchain, Cloud Computing, Cybersecurity, Data Science, Design Thinking, Internet of Things and Quantum Computing – Spring 2020 – Spring 2023. https://newsroom.ibm.com/2021-05-07-IBM-Extends-HBCU-Initiatives-Through-New-Industry-Collaborations
- Gained 3 Faculty Seats for SUS on HBCU Quantum Initiative. https://www.subr.edu/news/ibm-education-and-research-initiative ; https://www.prnewswire.com/news-releases/ibm-establishes-first-quantum-education-and-research-initiative-for-historically-black-colleges-and-universities-301132889.html
- Facilitated the awarding of IBM Masters Fellowships to 7 SUBR students totaling over $100,000. SU received more fellowships than any other HBCU. Currently working with Grambling State University to assist in their fellowship attainment. https://www.research.ibm.com/university/awards/masters_fellowship_awardees.html

- **Cybersecurity Teach the Teacher (T3) Instructor.** Trained 12 Southern University System Faculty and Staff on Cybersecurity Fundamentals. 11 completed the course with 8 securing digital credentials (November 2021)
- **Law.Agriculture/Arts.Business.Science.Engineering.Technology (LA²BSET) initiative Boot Camp Academic Director and Technology Instructor**: Led December 2021, May 2022, and December 2022 STEM Boot Camps. Eight skill paths offered across the camps. Instructors taught Artificial Intelligence, Blockchain, Cloud, Cybersecurity, Data Science, Design Thinking, Internet of Things and Quantum Computing. Over 150 students completed the three Boot Camps and received digital credentials across the skill areas they were enrolled in.
- **HBCU Battle of the Brains Competition Coach**. Currently coaching 5-person team of cross – interdisciplinary students in preparation for an intensive 24-hour South by Southwest HBCU Case competition held during March 2022.
- **The Business of Entertainment, Media and Sports (BEMS) Case Study Review.** Meeting with Dr. Anita Elberse to audit and understand her Case Study creation and delivery method for implementation at Southern University. The program was sponsored in partnership with the Chris Paul Family Foundation. Harvard Business School. Boston, MA, June 2022
- **Thurgood Marshall College Fund (TMCF) and NBA 'Innovate the Future' Challenge Coach.** Coached team of three to a 3rd Place finish (out of over 100 entries). https://www.subr.edu/news/southern-students-place-third-in-tmcfnba-challenge
- **Battle of the Brains Competition Coach**. 2019 and 2021, 2022, 2023
- **Bayou Classic Biztech Competition Coach**. 2017 – 2019 and 2021 – 2022 (Southern); 2023 -Present (Grambling).

BOARDS, COUNCILS AND COMMITTEES
- LOUISIANA COMPUTER SCIENCE EDUCATION ADVISORY COMMISSION (2022 – PRESENT
- College of Business MBA Advisory Board (2021 – Present)
- College of Business Advisory Council (2021 – Present)
- Graduate Faculty Council (2021 – Present)
- 'Don't Wait, Vaccinate' Committee (2021)
- Coronavirus Taskforce (2020 – Present)
- Doctor of Nursing Practice (DNP) Advisory Committee (2020 – Present)
- Alumni Tech Team – (2018 – 2022)
- Southern University Alumni Federation Executive Board (2016 – 2022)
- Alumni Federation Executive Council (2016 – 2022)
- Southern University System Foundation Board (2016 – 2023)
- Homecoming Committee (2016 – 2023)
- Graduation Committee (2016 – Present)
- Spring fest Committee (2016 – 2022)
- Founder's Day Committee (2016 – 2022)
- Bayou Classic Committee (2016 – 2022)
- SU Day at the Capitol (2016 – 2022)
- HBCU Day at the Capitol (2019 – 2022)
- Vice Chancellor of Student Affairs Search Committee (2018)
- 'SU Votes' Committee (2016 – 2022)

BOARDS, COUNCILS AND COMMITTEES – OTHER
- HBCU Quantum Coalition – SUS and Grambling Member (2020 – Present)
- South Big Data Hub's Education and Workforce Working Group (2020 – Present); Georgia Tech
- Thurgood Marshall Scholarship Fund Technology Committee – (2003 – 2006)
- IBM Technology Leadership Team (2000 – 2015)

COMMUNITY SERVICE

- IBM Louisiana Stakeholder Working Group (2019 – Present)
- Scotlandville Advisory Committee – 2018 – 2023
- The Leading Niche Board of Directors (2016 – 2017)
- Lincoln Parish Police Jury Long Range Transportation Planning Team

PROFESSIONAL AFFILIATIONS

- HBCU Business Deans Roundtable
- Grambling State University College of Business Advisory Board

PROFESSIONAL DEVELOPMENT

- Center for International Business and Education Research (CIBER) Pedagogy Certificate (2022 and 2023)
- Center for Engaged Business Research (CEBR) Research Associate: Georgia State University – Robinson College of Business (2022 – Present)

GRANTS

- **Minority Business Development Center for Southern University** (led by the Southern University Law Center). 5-year grant totaling $1,875,000 ($375,000 per year). **Co-Principal Investigator (Co-PI).** 2021 – 2026
- **Business Entrepreneurship and Advance Program (BEAP)** sponsored by the EDA Center for Economic and Entrepreneurial Development. Created Top Technology for Entrepreneurs Module that will evolve into a new course. 2-year grant totaling $300,000 ($150,000 per year). **Co-Principal Investigator (Co-PI)**. http://www.subruniversitycenter.org/. 2020 – 2022
- **The Cyber-Tip** grant awarded in spring 2021 to the Southern University System received $205,519 from the Cybersecurity Education Management Council (CEMC) Fund. Additional award received in 2022. **Co-Principal Investigator (Co-PI).** 2021 – 2023