

JOY O. OGUNTEBI

Ph.D. Candidate

*Industrial and Operations Engineering
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EDUCATION

University of Michigan

Ph.D., Industrial and Operations Engineering

Ann Arbor, MI

Expected April 2009

Dissertation: Knowledge Management in Dispersed Environments

Within the knowledge management and organizational learning arenas, technical communication and knowledge transfer explorations in virtual organizations exist but remain few even as interest in virtual environments continues to increase. Technological advancements have led to a reduction in operational boundaries, and consequently, corporations are increasingly using dispersed teams as a mechanism for accomplishing organizational work. My research study examines how successful knowledge management constructs observed in collocated teams can be extended to and implemented in virtual teams. I use a case study approach to explore how factors such as technical communication, relational interactions, and division of labor strategy can lead to improved knowledge management in dispersed environments.

Advisors: Jeffrey Liker, Ph.D., Nadine Sarter, Ph.D.

University of Michigan

M.S., Industrial and Operations Engineering

Ann Arbor, MI

April 2005

Georgia Institute of Technology

B.S., Industrial and Systems Engineering

Graduated with High Honors

Atlanta, GA

May 2003

RESEARCH INTERESTS

- Development of knowledge management and organizational learning processes, knowledge transfer, group dynamics, team processes, transactive memory, dispersed team environments, virtual communication, virtual team performance
- Interested in improving virtual team performance by applying established knowledge management processes to dispersed environments

RESEARCH EXPERIENCE

University of Michigan, Industrial & Operations Engineering

Graduate Student Research Assistant

2004 – Present

Dissertation research: Case study analysis focusing on knowledge management and organizational learning processes in dispersed team environments

Georgia Institute of Technology, Industrial & Systems Engineering

Undergraduate Research Assistant, Intelligent Systems and Controls Laboratory

2002 - 2003

Research Project: Minimizing medical errors through analysis of equipment maintenance policies and hardware error issues, exploring the role of hardware technology in enhancing patient safety in hospitals

PUBLICATIONS

Oguntebi, Joy. "Optimizing the Functionality of Teams with Dispersed Individuals: An Exploration Into the Conditions for Effective Knowledge Management Applications in Virtual Teams," *Proceedings of the Human Factors and Ergonomics Society 51st Annual Meeting (2007)*.

Working Paper

Oguntebi, Joy. "Decision-Making Processes within Geographically Dispersed Environments."

CONFERENCE PRESENTATIONS

- INFORMS Annual Meeting, Washington D.C. (Invited)* October 2008
Title: Decision-Making Processes within Dispersed Environments
- INFORMS Annual Meeting, Seattle, WA* November 2007
Title: Optimizing the Functionality of Teams with Dispersed Individuals
- Human Factors and Ergonomics Society 51st Annual Meeting, Baltimore, MD* October 2007
Title: Optimizing the Functionality of Teams with Dispersed Individuals
- INFORMS Midwest Conference, Northwestern University, Evanston, IL* August 2007
Title: Exploration into the Conditions for Effective Knowledge Management Applications in Virtual Environments
- Production and Operations Management Society Annual Meeting, Dallas, TX* May 2007
Title: Exploration into the Conditions for Effective Knowledge Management Applications in Virtual Environments
- INFORMS Annual Meeting, San Francisco, CA* November 2005
Title: Extension of Transactive Memory Systems to Virtual Environments (Poster)
- EMERGE Conference, Atlanta, GA* October 2005
Title: Impact of Transactive Memory Systems on Virtual Team Performance
- EMERGE Conference, Atlanta, GA* April 2003
Title: The Role of Technology in Enhancing Patient Safety in Hospitals With a Focus on Hardware

TEACHING & MENTORSHIP ACTIVITIES

Undergraduate Research Programs, University of Michigan

Graduate Student Research Mentor

- Undergraduate Research Opportunity Program (UROP) - Supervised research project of UROP Scholar 2007-2008
- Marian Sarah Parker (MSP) - Supervised research project of MSP UG Research Scholar Summer 2007

Industrial and Operations Engineering, University of Michigan

Fall of 2004 2005, 2006, 2008

Graduate Student Instructor

Courses: Economic Decision Making (IOE 201), Operations Modeling (IOE 202), Manufacturing Strategies (IOE 425)

- Held office hours and review sessions
- Graded tests and provided feedback and advice to students on homework, projects, and tests

College of Engineering, University of Michigan

Fall 2006

Course Participant: Took a semester-long graduate course, *Teaching Engineering*

- Course goals: get prepared for faculty position teaching responsibilities, get acquainted with learning theories, discuss teaching issues, prepare materials for a prospective future course, develop faculty application documents, present & receive feedback on a video-taped lecture

INDUSTRY EXPERIENCE

General Electric (GE Energy – Oil & Gas Sourcing) – Oshkosh, WI **Summer 2006**

Served as project manager on two Lean Six Sigma projects: implemented a project management toolset and evaluated cost savings (at least \$1.8M) that would result from project execution

- Farm Out and Turnkey Projects – Utilized Lean Six Sigma techniques to manage the outsourcing of various compressor subassemblies to external vendors
- Developed relationships with outside vendors and facilitated the execution of streamlining the compressor assembly processes

Verizon Wireless – Alpharetta, GA **Summer 2001, 2002**

Assisted in improving the company's efficiency, developed project management proficiency, conducted extensive compilation of the Wireless Premium Application Support (WPAS) team activity reports

- Participated in Automated health-check transformation and Online Document standardization including brainstorming, planning, implementation, and testing of functions
- Researched and performed analysis on productivity data for inefficiencies in problem management and identifying solutions to minimize effect
- Developed expertise in POS (Point of Sale-Infocell) application and executed primary focal point analyst tasks

HONORS & AWARDS

Academic

- University of Michigan AGEF Mini-Grant 2008
- Industrial and Operations Engineering PhD Fellow, University of Michigan Fall 2003 - Present
- Rackham Engineering Award – PhD Fellowship, University of Michigan Fall 2003 - Present
- Alfred P. Sloan Academic Scholarship, Sloan Foundation Fall 2003 - Present
- Scholar Power Award Recipient – PhD Student Achievement, Univ. of Michigan 2006
- FACES (Facilitating Academic Careers in Engineering and Science) Research Scholar, Georgia Institute of Technology 2002-2003
- URIP (Undergraduate Research Internship Program) Scholar, Georgia Institute of Tech. 2002-2003
- National Achievement Scholarship Recipient 1999-2003
- Georgia HOPE Scholarship Recipient 1999-2003
- Ernst & Young Scholarship Recipient, National Society of Black Engineers 2001
- Gunter Scholarship Recipient, Society of Manufacturing Engineers 2000

Service

- MUSES Flame of Inspiration Philanthropy Award, University of Michigan 2008
- College of Engineering Distinguished Leadership Award Recipient, University of Michigan 2006

PROFESSIONAL ACTIVITIES

Development/Workshops

- Women in IE Academia Workshop (NSF Grant Recipient) – Ankara & Istanbul, Turkey 2008
- TIM Doctoral Consortium, Academy of Management - Anaheim, CA 2008
- IIE Doctoral Colloquium - Vancouver (BC), Canada 2008
- Preparing Future Faculty Seminar - University of Michigan 2006, 2008
- Academic Careers in Engineering & Science - University of Michigan 2006
- SREB Institute on Teaching and Mentoring - Atlanta, GA; Miami, FL 2004, 2006
- INFORMS Doctoral Colloquium - San Francisco, CA 2005

Reviewer

- Decision Sciences Institute Meeting (Knowledge Management Division) 2008

PROFESSIONAL AFFILIATIONS

Academy of Management
ASEE (American Society of Engineering Education)
Alpha Pi Mu (Industrial Engineering Honor Society)
IIE (Institute of Industrial Engineers)
INFORMS (Institute for Operations Research and the Management Sciences)
Served as Vice President of University of Michigan INFORMS student chapter (2005-6)
NSBE (National Society of Black Engineers)

UNIVERSITY / COMMUNITY SERVICE

Office of Engineering Outreach and Engagement - (OE)², College of Engineering, University of Michigan
Graduate Student Outreach Assistant 2007 - 2008

- Assisted in the development of K-12 Partnerships between UM CoE and area public school districts that focus primarily on increasing student interest in STEM fields
- Collaborated in the design and implementation of a pilot partnership with a local school district – focused on recruitment, training and management of CoE graduate (Teaching Fellows) and undergraduate (tutors, mentors) student participants
- ASEE 2008 Annual Meeting Presentation: Andrews, J., Meadows, L., Oguntebi, J., “Engineering Graduate Students: Engaging Today's Teachers, Training Tomorrow's Scientists and Engineers, and Opening New Academic and Career Paths for K-12 Students,” *Proceedings of the 2008 American Society of Engineering Education (ASEE) Annual Conference and Exposition.*
- Summit Workshop publication: Jill H. Andrews (presenter), Lorelle Meadows, Joy Oguntebi, and Maurice Telesford, “K-12 / University of Michigan Partnerships: Engaging Today's Teachers, Training Tomorrow's Scientists and Engineers, and Opening Pathways for K-12 Students to Pursue STEM Careers,” presented in Educating a STEM Workforce Summit, University of Michigan, 2007
- Received Graduate Research Assistantship funding from (OE)², Jan 2007 – Aug 2008

Industrial and Operations Engineering Department, University of Michigan
Graduate Student Coordinator 2006 - 2008

- Served as liaison between the IOE graduate students and department administration
- Served as primary point of contact and representative of IOE graduate students
- Responsible for graduate student facilities, including office allocation
- Worked with IOE programs office on executing recruitment activities and other department activities

Selected Activities

College of Engineering Diversity and Outreach Council, University of Michigan 2007 - Present

Graduate School Recruitment (College of Engineering, Industrial & Operations Eng.) 2004 - Present

MUSES (Graduate Minority Women in Engineering & Science Student Organization), UM 2003 - Present

- Served as MUSES President (2005-2006)
- American Society of Engineering Education (ASEE) Annual Meeting 2007 presentation: Johnson, A., Dixon, A., McMullen K., Espaillat, C., Oguntebi, J., “Empowerment, Outreach and Harmony: Working Together to Improve the Entrance and Retention Rate for Women of Color Pursuing Advanced Degrees.”

College of Engineering Graduate Student Advisory Committee (GSAC), University of Michigan 2005 - 2007

Local Community Service

- Science Fair Mentor and Judge, Scarlett Middle School, Ann Arbor, MI 2006
- Tutor, East Middle School, Ypsilanti, MI 2004
- TEAM Buzz (Tech Enhancing Atlanta Metropolitan), Georgia Tech's Largest Annual Community Service event 2000-2002
- LeaderShape Institute, Georgia Institute of Technology 2001

REFERENCES

Jeffrey K. Liker, Ph.D. (Co-Advisor)

College of Engineering Director, Japan Technology Management Program
Department of Industrial and Operations Engineering
University of Michigan
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Thomas Finholt, Ph.D.

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