



# Ji Black, Jr., Ph.D.

HCD Ph.D. Alumni - Class of 2014

## DISSERTATION TITLE:

Online Communities of Practice in the Contact Center Environment: Factors that Influence Participation

Chair: Dr. Cyndi Gaudet

## EDUCATIONAL EXPERIENCE:

### Bachelor's Degree

Business Management  
University of Phoenix

### Master's

Business Administration  
University of Phoenix

Dr. Jimmie J. Black, Jr. currently serves as the Regional Talent Acquisition Director for Ascension in Oklahoma, Kansas, and Wisconsin. He previously served as Director of Human Resources for Mobile USA, Inc. With over 15 years leadership experience, he has held key leadership positions in both operations and human resources for companies in retail, manufacturing, and communications, including directing call center operations and providing HR support to over 4,400 employees in a high paced national retail environment. Jimmie received an Eagle Excellence Award in 2006 for innovation in creating a work flow system to automate graphic design processes at the Wichita Eagle while leading the sales and design teams.

## AWARDS AND HONORS

- U.S. Department of Labor  
Certified Core Mediator
- Employment Law
- Leading Management Teams- Cornell University
- Six Sigma Black Belt