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EDUCATION

University of Wisconsin-Milwaukee - Lubar School of Business, Milwaukee, WI
PhD in Management Science
Graduation Date: December 2021
Specialization: Strategic Management Minor: International Business

Dissertation: Investor Reaction to Exploration versus Exploitation Using an
Absorptive Capacity Lens

Dissertation Chair: Dr. Edward F Levitas

Marquette University - College of Business Administration, Milwaukee, WI
Master of Business Administration
Graduation Date: May 1997

Marquette University - College of Engineering, Milwaukee, WI
Bachelor of Science in Electrical Engineering
Graduation Date: May 1991
Major: Electrical Engineering Minor: Mathematics

RESEARCH INTERESTS

- Mergers and Acquisitions
- Innovation
- Top Management Teams
- Cross-Cultural Management
- Corporate Decline and Turnaround

CONFERENCE PRESENTATIONS

Walsh, K.J., Thomas, K., and Towhidi, G. The Impact of CEO Compensation Composition and the Environment on Merger Exposure. *Presented at 2013 Midwest Academy of Management Conference.*

WORKING PAPERS

Walsh, K.J., & Mone, M. Understanding Middle Management's Post-Acquisition Downsizing Decision Making. *Status: Preparing for Journal Submission*

Walsh, K.J. The Role of Intellectual Capital in Turnarounds. *Status: Preparing for Journal Submission.*

Walsh, K.J. Merger Madness: The Role of Innovation and Dynamism on Market Reactions to Cross-Border Acquisitions *Status: Preparing for submission to 2017 Academy of International Business Conference.*

Walsh, K.J. Humor in Diverse Teams: Understanding the Role of Time, Degree of Diversity and Psychological Safety *Status: Preparing for submission to 2017 Academy of Management Conference.*

Sekhar, S., Walsh, K. and Milovic, A. The Relationship Between Values, Self-Concept, and Beliefs Associated with Donating and Three Forms of Donating Behavior: Time, Money and Resources. *Status: Preparing for Journal Submission.*

TEACHING EXPERIENCE

Marquette University (August 2015 - Present)

Instructor of Practice – BUAD 1001 Business Day One (Fall 2015 - Present)

- Business Foundations Class for Incoming Freshmen (3-4 Sections/Semester)
- Implemented several new components to make class more interactive
- Overall Instructor Ratings between 5.3-5.9/6.0

University of Wisconsin-Milwaukee (January 2011 - 2015)

Adjunct Professor – BUSADM 600 Management Analysis (Fall 2013, Spring & Fall 2014, Spring 2015)

- Lubar School of Business Capstone Class
- Prepare and Lead Sections with Approximately 40 Students Each
- Leverage D2L and other Technologies to Enhance Learning Experience
- Overall Instructor Rating
 - Fall 2013: 5.0 / 5.0 and 4.8 / 5.0
 - Spring 2014: 5.0 / 5.0 and 4.8 / 5.0
 - Fall 2014: 5.0 / 5.0

Adjunct Professor – BUSADM 496 International Business (Spring 2015)

- Prepare and Lead One Section with Approximately 45 Students
- Leverage D2L and other Technologies to Enhance Learning Experience

Adjunct Professor – BUSADM 292 Introduction to Entrepreneurship and Small Business Formation (Fall 2014)

- Prepare and Lead One Section with Approximately 50 Students
- Leverage D2L and other Technologies to Enhance Learning Experience
 - Fall 2014: 4.7 / 5.0

Guest Lecturer – BUS ADM 738 Human Resource Management (Spring 2014)

- Topic: “Employee Discipline and Coaching”

Teaching Assistant – BUSADM 330 Organizations (Fall 2011, Spring 2012, Fall 2012, Spring 2013)

- Lead Five Discussion Sessions for 150 Junior/Senior Status Students
- Review and Grade Homework and Projects
- Work Closely with Lead Professor to Design and Modify Course Structure
- Overall Instructor Rating
 - Fall 2011: 4.70 / 5.00
 - Spring 2012: 4.92 / 5.00
 - Fall 2012: 4.90 / 5.00
 - Spring 2013: 4.74 /5.00

Teaching Assistant – BUSADM 230 Introduction to Information Systems (Spring 2011)

- Lead Lab/Discussion Sessions
- Review and Grade Homework, Quizzes and Projects for 125 Sophomores/Juniors
- Part of Team to Roll Out Trial of SAM (Skills Assessment Manager) Mechanized Project Review Tool
- Overall Instructor Rating
 - Spring 2011: 4.78 / 5.00

SELECTED WORK EXPERIENCE

Marquette University (January 2017 - Present)

Director – Executive Education (August 2008 - November 2010)

- Inaugural Director responsible for creating Marquette’s initial entry into Executive Education market. Responsible for strategic planning, internal business process design and business development.
- Secured two \$1 Million corporate gifts to fund programing efforts.
- Launched non-credit “Bridge to Business for Engineers – Sponsored by Rexnord” offering. Over 125 engineers from 14 companies have participated or registered for the program since 2018. 98% of past participants agree they can apply concepts and would recommend the program to a peer.
- Negotiated and secured two custom program contracts.

AT&T/SBC/Ameritech Corporation (June 1990- November 2010)

Director – Customer Care (August 2008 - November 2010)

- Led an organization comprised of approximately 340 management and non-management employees located in six centers across the nation. The primary organization responsibilities are to process billing inquiries, claims and adjustments for all wholesale products.
- Reduced headcount by over 25% - while managing a 261% increase in claims volume.
- Responsible for resolution of over one million disputes annually and hundreds of millions of dollars in annual billing adjustments. (Exact amount is confidential.)
- Consistently met key objectives including: 98% On-time Claims resolution, 95% Accuracy, Revenue Recovery goals, Budget, Overtime and Regulatory (SOX/251/272) compliance.

Director – Process Design and Implementation (November 2005-July 2008)

- Directed team of 77 management employees throughout the five “Telco” regions that provide 22-state process design and performance improvement support for Wholesale Service Centers. Responsible for the design, documentation and implementation of all ordering and billing processes for Wholesale products - as well as major Wholesale project initiatives.
- Member of Corporate Regulatory Relief Steering Committee and responsible for developing and implementing Wholesale plans.
- Responsible for multiple SBC/AT&T and AT&T/Bellsouth Merger Initiatives - creating standard environments, building business cases and realizing synergy targets.
- Interfaced with IT, Product Management, Network, and the Wholesale Customer Care Service Centers in support of AT&T Wholesale’s business goals.
- Supported efforts to improve mechanization and flowthrough in the Service Centers.

Director – Customer Service (September 2004 to October 2005)

- Led team of over 500 Service Representatives and Managers (including 7 Direct Reports) in support of Wholesale customer base. Team was responsible for interacting with customers and processing orders for various services, as well as handling Billing Claims, Order Quality and Service Order Error Correction.
- Managed Annual Budget in excess of \$38 million. Ensured proper staffing and overtime.

Director – Local Service Center Technical Support (2000 to 2004)

- Directed team of 35 responsible for process improvement, performance measurement, local mechanization, 271 compliance, release management and technical support efforts

for Industry Market's Local Service Centers (LSC) located in the five state Midwest region and their 1100 employees.

- Worked with Regulatory and IT organizations to design and develop measures used to reflect LSC performance. Attended customer "collaborative" sessions and worked with Regulatory to identify and justify numerous proposed measurement changes.
- Led various process improvement initiatives (often partnering with Network and I/T) that resulted in improved performance in over ten different performance measures. One effort alone reduced remedy payments from over \$800K per month to less than \$5K per month.

UNIVERSITY SERVICE

- College of Business Administration New Building Core Team – Committee Member (2020-Present)
- University Upskilling Team – Subcommittee Lead (2020-Present)
- Innovation Alley – Kaleidoscope Subcommittee Lead (2020-Present)
- One Step Ahead – Student Organization – Inaugural Faculty Advisor (2019-Present)
- Faculty Externship Initiative – Committee Member (2020)
- Webinar "The Challenge of Uncertainty - Leadership in Volatile Times" – Facilitator (2020)
- Council for Corporate Engagement – Committee Member (2019-Present)
- Global Consortium of Jesuit Executive and Professional Education – Committee Member (2019- Present)
- Go-Getters – Student Organization – Faculty Advisor (2019-Present)
- Club Golf – Faculty Advisor (2019-Present)
- Faculty Academic Advisor – Undergraduate Students (2016-2019)
- Faculty Academic Advisor – Graduate Students (2020 –Present)
- Center for Principled Entrepreneurship Review Team – Committee Member (2019)
- Dean Search Committee – Committee Member (2019)
- Presidential Task Force on Corporate Engagement – Subcommittee Co-Lead (2018)
- External Relations Committee – Committee Member (2018)
- Summer Business Academy – Committee Member and Instructor (2018)
- Graduate Business Analytics Curriculum Development Committee – Committee Member (2016-2017)

ACTIVITIES - HONORS

- STEM Forward – Future Cities Competition Judge - 2021
- Delta Sigma Pi - 2017 – Present
- National Society of Professional Engineers - 2016- Present
- Academy of Management – 2013 - Present
- Midwest Academy of Management– 2013 - Present
- STEM Forward – Future Cities Competition Mentor (2015-2016 and 2017-2018) – Two Time Regional Champion
- UWM Gold Star Teaching Award – Spring 2012, Fall 2012, Fall 2013, Spring 2014; Fall 2014
- Reviewer – Academy of Management 2013 - 2015
- Reviewer – Midwest Academy of Management 2013
- UWM Organizations and Strategic Management Academic Student Research Club – 2010 - 2015
- UWM iPads 4 Education Club – 2012 - 2016
- Registered Professional Engineer in the State of Wisconsin – 1997 - Present
- Lay Eucharistic Minister – 2009 - Present
- Youth Assistant Basketball Coach – 2010 - 2016
- Cub Scout Den Leader – 2010 - 2013
- Youth Baseball Coach – 2008 - 2011
- Selected for "Leading with Distinction Experience" – 2nd Quarter 2009

- Wholesale President's Award Winner – 2nd Quarter 2006
- AT&T Wisconsin PAC Disbursal Committee – 2005-2010
- Ameritech Information Industry Services Mentor Program 1998-1999
- Ameritech Development Program (New Hire Program) - Class of 1991
- Marquette University Honors Program – 1986-1991