

DOTHANG TRUONG, Ph.D., CSCP

Professor and Chair, Ph.D. in Aviation

EDUCATION

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| 2004 | Ph.D. | University of Toledo, Toledo, Ohio.
<i>Manufacturing Management and Engineering</i>
(Specialization: Supply Chain Management) |
| 1997 | M.B.A. | Asian Institute of Technology, Bangkok, Thailand.
<i>Management of Technology</i> |
| 1994 | B.Sc. | Hanoi University of Technology, Hanoi, Vietnam.
<i>Electrical Engineering</i>
(Specialization: Industrial Automation) |

PROFESSIONAL CERTIFICATE

Certified Supply Chain Professional (CSCP) – Association for Supply Chain Management (ASCM), July 2008 - present

ACADEMIC EXPERIENCE

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| 2017 – present: | Professor of Graduate Studies and Chair
Ph.D. in Aviation
School of Graduate Studies
Embry Riddle Aeronautical University
Daytona Beach, FL |
| 2011 – 2017: | Associate Professor of Doctoral Studies
Embry Riddle Aeronautical University
Daytona Beach, FL |
| 2009 – 2010: | Associate Professor and Associate Department Chair
Fayetteville State University
Fayetteville, NC |
| 2003 – 2009: | Assistant Professor
Fayetteville State University
Fayetteville, NC |

PROFESSIONAL EXPERIENCE

2008 - 2010: **Internet and Technology Manager**
American Institute of Higher Education
North Carolina, USA

LEADERSHIP POSITIONS, RESPONSIBILITIES, AND ACCOMPLISHMENTS

Chair, Ph.D. in Aviation program (July 2017-present)

Embry-Riddle Aeronautical University

As the Chair of the Ph.D. in Aviation program, my primary responsibility is to provide oversight, direction, and guidance to ensure the quality, integrity, and relevance of the programs in order to meet the mission and goals of the College and the University.

Responsibilities:

- Establish and ensure the program academic standards of excellence, including accreditation matters.
- Ensure currency of program goals, objectives, outcomes, and curriculum, including catalog program description, catalog course descriptions, and master course outlines.
- Conduct a comprehensive program evaluation, as mandated by the university, respond to recommendations from the review committee, and implement changes to the program and assessments, as required.
- Serve on college and campus committees as needed.
- Provide academic administration in the scheduling of graduate courses, assigning of faculty, and advising of graduate students on curriculum matters.
- Represent the college to organizations within the university, such as Records & Registration and the Campus Curriculum Committee, in the areas of course graduate offerings, graduate curriculum, and others as appropriate.
- Monitor and assist in the preparation and submission of all official departmental program literature, catalog revisions, insertions, and delegations regarding college programs.
- Be responsible for implementation and supervision of the student advisement program for students enrolled in the college's graduate programs (including appropriate student records for advising). This includes the coordination of all orientation, advisement and retention activities for all graduate students.
- Serve as point of contact, information, and resource for program students.
- Coordinate the review of program applications and convey application decisions to Graduate and International Admissions.
- Evaluate transfer credits, oversee the development and delivery of course equivalency examinations, decide course substitutions, and verify graduation evaluations.
- Assist in timely recruitment and selection of graduate research and teaching assistants.
- Lead program outreach and recruiting activities, including but not limited to effecting development and distribution of marketing/advertising materials, conduct of information sessions, communication with prospective students, attendance at university fairs, and development of relationships with feeder institutions and prospects.

Highlights of development initiatives and accomplishments

- Ph.D. in Aviation is the first doctoral degree in aviation in the nation, and under my leadership, it is currently the best doctoral program in this unique field of study. External reviewers, in the program review and accreditation processes, stated that this program is “the premier graduate program of its kind”, "has matured to a state of excellence", and "sets a high bar for Aviation doctoral programs".
- Ph.D. in Aviation is accredited by the Southern Association of Colleges and Schools (SACS) and is the first doctoral program accredited by the Aviation Accreditation Board International (AABI). I lead the program in all program review, assessment, and accreditation processes.
- Founded in 2010, the program has 63 graduates as of Spring 2023, a very impressive number compared to competing programs in the nation. Our number of graduates plays a key role in the university's R2 research classification.
- We established a hybrid program that offers courses a combination of online and face-to-face courses in order to accommodate working professionals, young graduates, and international students. This model has been followed by numerous doctoral programs in the field of aviation and aeronautical sciences, such as St. Louis University, Purdue University, and Florida Institute of Technology.
- Given the effectiveness of our curriculum design and application of newest education technologies, we were least impacted by COVID-19. During the pandemic, we were able to make adjustments promptly to the teaching mode, which helped students continue their learning without any delay.
- We design a robust curriculum that ensures high standards for our candidates' dissertations. The curriculum requires students to complete 36 hours of coursework, pass a qualifying exam, and successfully defend a doctoral dissertation. I designed the core course component of the program and led the curriculum committee to develop and offer cutting-edge courses in the field of aviation.
- Our faculty and students work on cutting-edge research in areas of data analytics for aviation safety, human factors in aviation, aviation safety management systems, unmanned aircraft systems, airline and airport operations, and virtual reality in flight training. Our faculty received numerous external research grants from FAA, DOT, DOD, and airlines.
- Our faculty are world-class researchers and educators with extensive backgrounds in aviation and are dedicated to helping students reach their fullest potential. They are active members of highly recognized international and national societies. Our faculty also receive numerous prestige awards and national recognitions, serve on NSF review panels, and serve as journal editors or editorial board members, which significantly increases the external recognition of the program.
- The program shows excellence in faculty scholarship which is unparalleled. The significant number of publications, h-index, and citation numbers by faculty members stand out among their peers and set a high bar for all collegiate aviation programs. Several faculty have authored books on safety management systems and system engineering. Some faculty have been cited over one thousand times, while others have hundreds of citations for their work. Additionally, the research expenditure is one of the best testimonials of the program's quality, considering the scarcity and competitiveness of research grants in the field of aviation.

- External reviewers are very impressed with the quality of the Ph.D. in Aviation dissertations. The candidates "demonstrated competent scientific investigation skills, domain knowledge, and good scholarly writing techniques" . Those dissertations have resulted in quality scholarship with a significant number of publications by doctoral candidates. It is evidence of a successful curriculum, research excellence, and faculty's dedication and commitment to student success.
- Our Ph.D. graduates hold high positions in academia as well as industry. Academic positions include dean, department chair, program coordinator, associate professor, and assistant professor. Non-academic positions include, but not limited to, CEO of global aviation companies and airlines, director of aviation weather center, head of the aviation division, and chief scientific advisor at federal organizations.
- Several graduates are “Stanley N. Roscoe” award winners for the best dissertation; one graduate was inducted into the 2018 Canadian Aviation Hall of Fame; and we have several graduates who were awarded the Fellow Royal Aeronautical Society membership (FRAeS).

Chair, School Promotion and Tenure Committee (2020-present)

Embry-Riddle Aeronautical University

Responsibilities:

- Coordinate with the school P&T committee to review policy and promotion and tenure criteria and procedures.
- Coordinate committee meetings to review, evaluate, and discuss all assigned applications for promotion and tenure.
- Record voting results, make recommendations, and write a summary of the confidential discussion provided to the Dean and Provost
- Maintain the confidentiality of all personnel records and matters under jurisdiction.
- Conduct regular reviews and revisions of the Promotion and Tenure policy and criteria.
- Submit all policy concerns to the Faculty Senate Steering Committee and the Provost.

Chair, Faculty Search Committee (2017 – present)

Embry-Riddle Aeronautical University

Responsibilities:

- Serve as the liaison among the appointing authority, HR department, and any other ex-officio members of the search committee.
- Convene the search committee and ensure that each committee member has completed search committee training/ orientation.
- Coordinate the efforts of all committee members.
- Establish ground rules for the committee.
- Ensure that the intent of the charge is carried out.
- Assign duties to committee members, such as note taker, host, diversity advocate, etc.
- Coordinate administrative and logistical support of the search process.
- Help to recruit, identify, and contact potential applicants to include diverse candidates.
- Work with the search committee to develop a screening evaluation tool according to job-related criteria (i.e., position description, advertisement, charge, and organizational analysis).
- Review all applicant materials.

- Coordinate with other constituent groups to ensure their involvement, as appropriate, in the interview or selection process.
- Serve as lead host for candidates' on-campus visits.
- Correspond with semifinalists/finalists.
- With the assistance of an ex officio member/staff assistant, arrange travel and accommodations for the interviews and schedule interviews.
- Ensure that proper records and minutes are kept of the selection process.
- Check references, when appropriate.
- Maintain the confidentiality of applicants, search proceedings, and committee deliberations.
- Treat all candidates fairly and equitably throughout the entire recruiting and hiring process.
- Advise the appointing authority of the person (s) the search committee recommends for the position.

Chair, Assessment Committee (2017 – present)

Embry-Riddle Aeronautical University

Responsibilities:

- Develop and review the program educational goals and program outcomes.
- Review learning outcomes and assessment measures for core courses, specialization courses, and elective courses to ensure they match the program outcomes.
- Review the assessment plans and processes and recommend ways for improvement.
- Advise faculty on assessment procedures and methods.
- Review and implement policies for reporting assessment data.
- Develop and implement policies for the dissemination of assessment data.
- Collect annual assessment measures, report the results, evaluate the progress, and recommend improvement strategies.
- Submit required documents, policies, procedures, and assessment results for accreditation purposes (AABI and SACS).

Chair, Curriculum Development Committee (2017 – present)

Embry-Riddle Aeronautical University

Responsibilities:

- Coordinate with the committee in the curriculum development in accordance with the college's philosophy, policies, and objectives.
- Encourage creativity, flexibility, and innovation in curriculum development.
- Communicate the program educational goals and program outcomes with faculty.
- Inform faculty of the university procedures for proposing new programs, courses, or curriculum changes.
- Provide faculty with instructions on how to continue review and revision of curriculum.
- Review existing specializations, courses, credit hours, and academic policy, and make recommendations for improvement.
- Review new programs or new courses proposed by the faculty.
- Prepare and submit proposals for new programs, new courses, or changes in the program curriculum.

Chair, Doctoral Dissertations (2013-present)

Embry-Riddle Aeronautical University

(I have been chairing 20 doctoral dissertations, 15 of which have been successfully completed).

Responsibilities:

- Advise the candidate on the selection of the dissertation topic and research methodology.
- Provide expert advice on the dissertation content and explanation of the program policy and procedures.
- Select committee members for the dissertation committee based on the needed expertise.
- Supervise preparation of the research proposal once assigned to the student.
- Ensures that any research involving human participants is in full compliance with the University Institutional Review Board (IRB) policies and procedures.
- Provide timely and thoughtful guidance to the candidate on all elements of the dissertation process.
- Evaluates the candidate's progress and issue an appropriate grade for the candidate at the end of each term based on his/her performance toward the term objectives and dissertation deadlines.
- Establish expectations for the flow of communication between the candidate and the other committee members.
- Supervise the research and preparation of the dissertation manuscript that the dissertation oral committee will examine.
- Resolve conflicts that may arise between the candidate and committee members and among committee members.
- Advise the College when the committee has determined that the candidate should be scheduled for the dissertation oral examination.
- Perform a final check on the dissertation for format and style, making sure that the dissertation conforms to University standards.

Associate Department Chair (2009-2010)

Fayetteville State University

Responsibilities:

- Oversee department committees, including curriculum committee, assessment committee, and promotion and tenure committee.
- Oversee undergraduate and graduate curricula.
- Schedule courses and classrooms.
- Review and update departmental handbooks, policies, documents, and website.
- Develop enrollment strategies to increase diversity.
- Coordinate promotional events for the department.
- Mentor new and junior faculty.
- Manage professional development opportunities for faculty.
- Serve as acting chair in the Department Chair's absence.
- Coordinate the departmental assessment process, including compiling and composing documents and reports.

MEMBERSHIP IN NATIONAL AND INTERNATIONAL SCIENTIFIC ASSOCIATIONS

- American Institute of Aeronautics and Astronautics (AIAA) - Air Transportation Systems Technical Committee, 2022 - present.
- National Science Foundation (NSF) Review Panel - Directorate for Engineering, Advanced Manufacturing Division, 2021 – present.
- Transportation Research Board (TRB) - Airport Corporative Research Program (ACRP), AV040 - Aviation Economics and Forecasting Committee, 2014 - 2021.
- Transportation Research Board (TRB) - Airport Corporative Research Program (ACRP), ADD20 - Social and Economic Factors of Transportation Committee, 2014 – 2021.
- The Association for Supply Chain Management (ASCM), 2012 – present.
- American Institute of Aeronautics and Astronautics (AIAA), 2020 - present.
- Decision Science Institute (DSI), 2002 - present.
- Institute for Operations Research and the Management Sciences (INFORMS), 2014 - present.
- Beta Gamma Sigma, The International Honor Society for Business Programs, 2009 - present.

AWARDS AND HONORS

Awards

- Frank E. Sorenson’s Research Award for the outstanding achievement of excellence in aviation research and scholarship. University Aviation Association (UAA), 2022.
- 2014 Blackboard Exemplary Course Award: DAV726- Quantitative and Qualitative Data Analysis, 2014.
- School Teacher of the Year Award, Fayetteville State University, 2008.
- Department Teacher of the Year Award, Fayetteville State University, 2008.
- The Best Research Paper Award: “A Theoretical Framework for Radio Frequency Identification and Supply Chain Management”, The International Academy of Business & Public Administration Disciplines, 2007.
- The Best Research Paper Award. “A Study of Whistleblowing: A Cross-Cultural Comparison of Attitudes and Behavioral Intentions between Russian and American Managers”, The International Academy of Business and Public Administration Disciplines, 2006.
- Academic Research Scholarship for Junior Faculty, Institute for Supply Management (ISM), 2005.
- Honorable mention award for Elwood S. Buffa Doctoral Dissertation Competition, Decision Sciences Institute (DSI) Conference, 2005.
- Student Pacemaker of the Year for outstanding academic achievements, The University of Toledo, 2004.
- Graduate Assistantship, University of Toledo, 2000-2001.
- Research Scholarship: Dresden University of Technology, Germany, Swiss-AIT-Vietnam Management Development Program, 1999.
- Outstanding teaching awards, Hanoi University of Technology, 1998.
- Graduate Scholarship: Asian Institute of Technology (AIT), Thailand., The Swiss-AIT-Vietnam Management Development Program, 1995-1996.

- 'Nguyen Truong To' award for outstanding college students, VINAHELP and Hanoi University of Technology, 1992-1993.

Honors

- Beta Gamma Sigma Honor Society, 2009.
- Certificate of Appreciation from Chancellor for outstanding contribution to SECC Campaign as a SECC Captain, Fayetteville State University, 2008-2009.
- Listed in Who's Who Amongst America's Teachers for high achievements in teaching, Who's Who Amongst America's Teachers, 2007.
- Listed in Marquis Who's Who in America for high achievements in teaching and research, Marquis Who's Who in America, 2007.
- Honored certificate for submitting a proposal for an external grant, Fayetteville State University, 2005.
- SIGMA IOTA EPSILON (The National Honorary and Professional Management Fraternity), Iota Phi Chapter, 2002.
- Honorary award recognition by having biography published in the 25th Annual Edition of The National Dean's List, The National Dean's List, University of Toledo, 2002.
- Outstanding college students, Hanoi University of Technology, 1994.

PROFESSIONAL SERVICE AND LEADERSHIP

Leadership

- Program Chair - 2008 American Institute of Higher Education Conference.
- Session Chair – 2022 American Institute of Aeronautics and Astronautics (AIAA) Aviation Forum.
- Session Chair - Decision Science Institute (DSI) Conference.
- Session Chair - American Society of Business and Behavior Science (ASBBS).
- Session Chair - American Institute of Higher Education Conference.
- Session Chair - Clute Institute Conference.
- Session Chair - International Academy of Business and Public Administration Disciplines (IABPAD) Conference.
- Session Chair - The International Symposium on Management, Engineering and Informatics.

External Reviewer

- National Science Foundation (NSF) Review Panel - Directorate for Engineering, Advanced Manufacturing Division, 2021 - present.
- Promotion & Tenure External Reviewer, Purdue University, 2021.
- Promotion & Tenure External Reviewer, New Mexico State University, 2021.

Editorial Review Board and Invited Reviewer .

- International Journal of Aeronautical Science & Aerospace Research (Editorial review board)
- International Journal of Aviation Systems, Operations and Training (Editorial review board)
- Journal of Applied Business Discipline (Editorial review board)
- Journal of Air Transport Management
- Transportation Research Interdisciplinary Perspectives
- International Journal of Aerospace Psychology
- Collegiate Aviation Review International journal

- Risk Analysis Journal
- International Journal of Physical Distribution & Logistics Management
- Transportation Research Record: Journal of the Transportation Research Board
- Journal of Retailing and Consumer Services
- Benchmarking: International Journal
- Journal of Enterprise Information Management
- Journal of Organizational Computing and Electronic Commerce
- International Journal of Productivity and Performance Management
- International Journal of Management and Decision Making
- International Journal of Business and Emerging Markets
- The Open Cybernetics & Systemics Journal
- ACRP problem statements review
- Transportation Research Board (TRB) conference paper review
- Air Transport Research Society (ATRS) conference paper review
- Decision Sciences Institute (DSI) conference paper review
- ERAU FIRST program proposal review

Book / Textbook Reviewer

- *Business Analytics* by Evans, 2nd edition, Pearson, 2015.
- *Essentials of Business Analytics* by Camm, Cochran, Fry, Ohlmann, Cengage Learning, 2014.
- *Foundations of Electronic Commerce: Strategy-driven Technology* by Tirwana and Bush, Prentice Hall.
- *Introduction to Management Science* by Taylor, 8th edition, Prentice Hall.
- *Business Driven Technology* by Haag et al., 'Operations Management' by Stevenson, 8th edition, McGraw-Hill/Irwin.
- *Operations Management* by Russell and Taylor, 5th edition, John Wiley & Sons.

Service to the Community

- Presentation: “Using Small Unmanned Aircraft Systems (sUAS) for Logistics: Benefits and Challenges”, APICS Mid-Florida Chapter, Orlando, Florida, 2017.
- Presentation: “Cloud-Based Supply Chains”, Mid Florida APICS Chapter, Orlando, Florida, 2012.
- Presentation: “Business-guide web portal system in Cumberland County”, Cumberland County Business Council (CCBC), North Carolina, 2008.
- State Employee's Combined Campaign (SECC) - Team Captain, North Carolina, 2008-2010.

ACADEMIC SERVICE AND LEADERSHIP

Leadership

- Chair, Ph.D. in Aviation
- Chair, Promotion and Tenure Committee
- Chair, Qualifying Exam Committee
- Chair, Curriculum and Assessment Committee
- Chair, Faculty Search Committee

University Service

- Ph.D. Program Committee
- Faculty Senate

- Faculty Senate Faculty Development and Benefits Committee
- Faculty Senate Academic Computing and Campus Services Committee
- Faculty Senate Nominating Committee
- Faculty Senate Graduate Studies Committee
- Vice President's Search Committee

College Service

- Dean's Search Committee
- College of Aviation Assessment Task Force
- College of Aviation Safety Performance Algorithm (SPA) research team
- Chapter Advisor of Beta Gamma Sigma Honor Society
- Student Quality Committee
- AABI Accreditation Committee
- AACSB Accreditation Committee
- MBA Curriculum Committee
- Admission Committee

DOCTORAL DISSERTATION ADVISING

Dissertation Committee Chair

1. Dissertation Chair: "The Effects of Multimedia Flight Checklist on Student Pilot's Checklist Performance and Cognitive Load". Ph.D. Candidate: Borvorn Kasemtanakul (ongoing).
2. Dissertation Chair: "A Discrete Event Simulation Model for Air Cargo Network Resiliency During Disruptive Events". Ph.D. Candidate: Shereen Hashemi (ongoing).
3. Dissertation Chair: "Career Path Choice and Job Satisfaction of Doctorate Recipients in Aerospace, Aeronautical, and Astronautical Engineering". Ph.D. Candidate: David Rodriguez (ongoing).
4. Dissertation Chair: "Commercial Flight or Autonomous Vehicles: Modeling Passengers' Modal Choice Using Cluster Analysis and Structural Equation Modeling". Ph.D. Candidate: Agatha Kessler-Fentress (graduated, 2022).
5. Dissertation Chair: "A Multi-Objective Mixed-Integer Nonlinear Programming Risk Minimization Model for Post-Disaster Medical Delivery Using Small Unmanned Aircraft Systems". Ph.D. Candidate: Mark Simpson (graduated, 2022).
6. Dissertation Chair: "Identification of Factors Associated with Fume Events Using Text Mining and Data Mining Methods". Ph.D. Candidate: Mary O'Connor (graduated, 2021).
7. Dissertation Chair: "A Cost Optimization Model for Airport Capacity Expansion in the Metropolitan Areas". Ph.D. Candidate: Woojin Choi (graduated, 2021).
8. Dissertation Chair: "Determinants of Aviation Students' Intentions to Use Virtual Reality for Flight Training". Ph.D. Candidate: Stef Fussell (graduated, 2020).
9. Dissertation Chair: "Predicting Pilot Misperception of Runway Excursion Risk through Machine Learning Algorithms of Recorded Flight Data". Ph.D. Candidate: Ed Odisho (graduated, 2020).
10. Dissertation Chair: "Development of a New Behavioral Research Model for Use Small Unmanned Aircraft System (sUAS) for Surveillance". Ph.D. Candidate: Paul Myers (graduated, 2019).

11. Dissertation Chair: “Cheap flights across the Atlantic: Impact of low-cost long-haul trans-Atlantic flights on passenger choice of carrier”. Ph.D. Candidate: Jennifer Hunt (graduated, 2018).
12. Dissertation Chair: “Prediction of Airport Arrival Rates Using Data Mining Methods”. Ph.D. Candidate: Robert Maxson (graduated, 2018).
13. Dissertation Chair: “Evaluating Airline Efficiencies Based on Environmental Impact and Fleet Composition”. Ph.D. Candidate: Arun Saini (graduated, 2018).
14. Dissertation Chair: “Passengers’ Choice between Low-Cost Carriers and High Speed Rail in China”. Ph.D. Candidate: Jane Pan (graduated, 2017).
15. Dissertation Chair: “Applications of the Technology Acceptance Model to Integration of the Automatic Ground Collision Avoidance System in Fighter Aircraft Operations”. Ph.D. Candidate: Casey Richardson (graduated, 2017).
16. Dissertation Chair: “Visual Conflict Resolution between Manned and Unmanned Aircraft: A Predictive Simulation Model”. Ph.D. Candidate: Greg Woo (graduated 2017).
17. Dissertation Chair: “Determinant Factors for Passengers' Airline Selection Decision: A Study of Low Cost Carriers in Thailand”. Ph.D. Candidate: Thapanat Buaphiban (graduated, 2015).
18. Dissertation Chair: “Identification of Causal Paths and Prediction of Runway Incursion Risk Using Bayesian Belief Networks”. Ph.D. Candidate: Benjamin Goodheart (graduated, 2013) – ACRP Graduate Research Award.

Dissertation Committee Member

1. Dissertation Committee: “Behavioral Intention Factors for Prescription Deliveries by Small Unmanned Aircraft in Rural Communities”. Ph.D. Candidate: Sarah Talley (graduated, 2022).
2. Dissertation Committee: “Prediction of Severity of Aviation Landing Accidents Using Support Vector Machine Models”. Ph.D. Candidate: Dez Silagyi (graduated, 2022).
3. Dissertation Committee: “Development of A Safety Performance Decision-Making Tool Using Monte Carlo Simulation for Flight Training Organizations”. Ph.D. Candidate: Marisa Aguiar (graduated, 2021).
4. Dissertation Committee: “Predicting General Aviation Accidents Using Machine Learning Algorithms”. Ph.D. Candidate: Bradley Baugh (graduated, 2020).
5. Dissertation Committee: “Examining Unstable Approach Predictors Using Flight Data Monitoring Information”. Ph.D. Candidate: David Carroll (graduated, 2020).
6. Dissertation Committee: ”Pilot Acceptance of Personal, Wearable Fatigue Monitoring Technology: An Application of The Extended Technology Acceptance Model”. Ph.D. Candidate: Rachelle Strong (graduated, 2020).
7. Dissertation Committee: “General Aviation Pilot Acceptance and Adoption of Electronic Flight Bag Technology”. Ph.D. Candidate: Troy Techau (graduated, 2018).
8. Dissertation Committee: “The Effect of IS-BAO Implementation and Leadership Performance on Safety Culture in Business Aviation Flight Operations”. Ph.D. Candidate: Chris Broyhill (graduated, 2016).
9. Dissertation Committee: “The Effects of Safety Culture and Ethical Leadership on Organizational Commitment and Safety Performance“. Ph.D. Candidate: Kevin O’Leary (graduated, 2016).

10. Dissertation Committee: “Predicting the Market Share of a Proposed Second Airport in Lagos Using a Combination of Methods”. Ph.D. Candidate: Samson Fatokun (graduated, 2016).
11. Dissertation Committee: “Airline Restructuring Strategies and Post-bankruptcy Performance”. Ph.D. Candidate: Harold Townsend (graduated, 2014).
12. Dissertation Committee: “Examination of SURF-IA Alerting Outcomes for Serious Runway Incursion Incidents”. Ph.D. Candidate: Robert Joslin (graduated, 2013).

COURSES TAUGHT

- Advanced Quantitative Data Analysis – Data Mining and Modeling (doctoral level)
- Quantitative and Qualitative Data Analysis (doctoral level)
- Operations Research and Decision Making (doctoral level)
- Research Methods (doctoral level)
- Purchasing for Logistics and Supply Chain Managers
- Transportation Management
- Supply Chain Management
- Global Logistics and Supply Chain Management
- Operations Management
- Business Analytics
- E-Commerce Management

RESEARCH EXPERTISE AND INTERESTS

Research Expertise

- Natural Language Processing and Text Mining
- Machine Learning, Data Mining, and Big Data Analytics
- Operations Research, Optimization, Simulation
- Transportation Management
- Supply Chain and Logistics Management

Research Interests

- Applying Natural Language Processing and Machine Learning to enhance safety and mental health.
- Big data analytics for training efficiency.
- Impacts of COVID-19 on customer decisions and travel behaviors.

RESEARCH RECOGNITIONS AND ACHIEVEMENTS

- Frank E. Sorenson’s Research Award for the outstanding achievement of excellence in aviation research and scholarship, 2022. University Aviation Association (UAA).
- Google Scholar citation
 - Citations: 1331
 - H-index: 21
 - i10-index: 34

PUBLICATIONS

Books

- Truong, D. (2023). *Data Mining and Data Science in Practice for Non-Programmers*. Taylor & Francis CRC Press, incoming.

Peer-Reviewed Journal Publications

1. Mirsa, S., Dsouza, G., & **Truong, D.** (2022). A Machine Learning Approach Towards Analyzing Impact of Surface Weather on Expect Departure Clearance Times in Aviation. *Collegiate Aviation Review International*, 40(2), 79-102. <https://ojs.library.okstate.edu/osu/index.php/CARI/article/view/9356/8433>
2. Jain, T., Mirsa, S., & **Truong, D.** (2022). Utilizing Deep Learning to Predict Unstabilized Approaches for General Aviation Aircraft. *Journal of Aerospace Information Systems*, October 25. <https://doi.org/10.2514/1.I011132> (Impact factor: 2.023; CiteScore: 3.0; h-index: 35)
3. Lamb, T., Myers, P., & **Truong, D.** (2022). Small Unmanned Aircraft Operator Perceived Risk Factors in the VMUTES model. *Journal of Air Transport Management*, 103, 102243. <https://doi.org/10.1016/j.jairtraman.2022.102243> (Impact factor: 5.428; CiteScore: 8.2; h-index: 82)
4. Saini, A., **Truong, D.**, & Pan, J. (2022). Airline Efficiency and Environmental Impacts – Data Envelopment Analysis. *International Journal of Transportation Science and Technology*, April 2, 1-19. <https://doi.org/10.1016/j.ijst.2022.02.005> (Impact factor: 3.29; CiteScore: 6.5)
5. **Truong, D.** & Truong, M.D. (2022). How do customers change their purchasing behaviors during the COVID-19 pandemic? *Journal of Retailing and Consumer Services*, 67, 102963. <https://doi.org/10.1016/j.jretconser.2022.102963> (Impact factor: 7.135; CiteScore: 11.3; h-index: 104)
6. **Truong, D.** & Truong, M.D. (2022). Impacts of Daily Travel by Distances on the Spread of COVID-19: An Artificial Neural Network Model. *Transportation Research Record*, January 29. <https://doi.org/10.1177/03611981211066899> (CiteScore: 3.0; h-index: 131)
7. Odisho, E., **Truong, D.**, & Joslin, B. (2022). Applying Machine Learning to Enhance Runway Safety through Runway Excursion Risk Mitigation. *Journal of Aerospace Information Systems*, 19(2), 98-112. <https://doi.org/10.2514/1.I010972> (Impact factor: 2.023; CiteScore: 3.0; h-index: 35)
8. Fussell, S.G. & **Truong, D.** (2021). Accepting Virtual Reality for Dynamic Learning: An Extension of the Technology Acceptance Model. *Interactive Learning Environments*, December 6. <https://doi.org/10.1080/10494820.2021.2009880> (Impact factor: 3.928; CiteScore: 7.0; h-index: 44)
9. **Truong, D.** (2021). Estimating the impact of COVID-19 on air travel in the medium and long term using neural network and Monte Carlo simulation. *Journal of Air Transport Management*, 96, 102126. <https://doi.org/10.1016/j.jairtraman.2021.102126> (Impact factor: 5.428; CiteScore: 8.2; h-index: 82)
10. Fussell, S.G. & **Truong, D.** (2021). Using virtual reality for dynamic learning: an extended technology acceptance model. *Virtual Reality*, July 10. <https://doi.org/10.1007/s10055-021-00554-x> (Impact factor: 5.521; CiteScore: 7.5; h-index: 45)

11. Lamb, T.L., Ruskin, K.J., Rice, S., Khorassani, L., Winter, S.R., & **Truong, D.** (2021). A qualitative analysis of social and emotional perspectives of airline passengers during the COVID-19 pandemic. *Journal of Air Transport Management*, 94, 102079. <https://doi.org/10.1016/j.jairtraman.2021.102079> (Impact factor: 5.428; CiteScore: 8.2; h-index: 82)
12. **Truong, D.**, & Truong, M.D. (2021). Projecting daily travel behavior by distance during the pandemic and the spread of COVID-19 infections – Are we in a closed loop scenario? *Transportation Research Interdisciplinary Perspectives*, 9, 100283. <https://doi.org/10.1016/j.trip.2020.100283>
13. Winter, S.R., Pan, J. Y., **Truong, D.**, & Lamb, T. L. (2021). Willingness to watch the pre-flight safety briefing: A structural model. *The International Journal of Aerospace Psychology*, 31(3), 230-251. <https://doi.org/10.1080/24721840.2021.1883432> (h-index: 44)
14. **Truong, D.** (2021). Using Causal Machine Learning for Predicting the Risk of Flight Delays in Air Transportation. *Journal of Air Transport Management*, 91, 101993. <https://doi.org/10.1016/j.jairtraman.2020.101993> (Impact factor: 5.428; CiteScore: 8.2; h-index: 82)
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Peer-Reviewed Conference Proceeding Publications and Presentations

1. **Truong, D.** (2022). Predicting the Impact of COVID-19 on Air Transportation Volumes. *AIAA AVIATION 2022 Forum*, June 10, 1-13. <https://doi.org/10.2514/6.2022-3223>
2. **Truong, D.** (2020). Automated Predictive Accident Alert System for Vulnerable Road Users. *Decision Sciences Institute: 2020 Proceedings* (pp. 43-48). Decision Sciences Institute.
3. **Truong, D.** (2019). Internet of Things and Artificial Intelligence for Smart Airports. *Decision Sciences Institute: 2019 Proceedings* (pp. 557-568). New Orleans: LA. Decision Sciences Institute.
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SELECTED INVITED PRESENTATIONS

1. **Truong, D.** (2022). Applications of Natural Language Processing in Aviation Research. *Decision Sciences Institute: 2022 Conference*, November 19-21. Houston, TX.
2. **Truong, D.** (2022). Predicting the Impact of COVID-19 on Air Transportation Volumes. *AIAA AVIATION 2022 Forum*, June 10.

3. **Truong, D.** (2021). Teaching Data Analytics Courses at the Doctoral Level. *Decision Sciences Institute: 2021 Conference*, November 17-20. Virtual Conference.
4. **Truong, D.** (2021). Predicting Air Travel Demand During and Post COVID-19. *Decision Sciences Institute: 2021 Conference*, November 17-20. Virtual Conference.
5. **Truong, D.** (2021). Impact of COVID-19 on Air Travel Demand. *Air Transportation Research Society (ATRS) 24th World Conference*, August 26-29, 2021. Virtual Conference.
6. **Truong, D.** (2021). Urban Air Mobility - Panel presentation. *2021 Series on Sustainable Global Inter-Regional Travel & Connectivity (SGITC)*, University of California Davis and National Renewable Energy Laboratory (NREL), June 24, 2021. Virtual Conference.
7. Wallace, R.J., **Truong, D.**, Stansbury, R.S., & Engstrom, J. (2021). SUAS Operational Trends: A Multi-Year Detection Study in Controlled Airspace. *International Virtual Conference on Air Mobility with Unmanned Systems and Engineering (AMUSE)*, March 17. Nanyang Technical University, Singapore. Retrieved from <https://atmri.ntu.edu.sg/amuse/Pages/Programme.aspx>
8. **Truong, D.** (2020). Automated Predictive Accident Alert System for Vulnerable Road Users. *Decision Sciences Institute: 2020 Conference*, November 21-23. Virtual Conference.
9. **Truong, D.** (2019). Internet of Things and Artificial Intelligence for Smart Airports. *Decision Sciences Institute: 2019 Conference*, November 23-25, 2019. New Orleans, LA.
10. **Truong, D.** (2019). Big Data Analytics in Aviation Research – Data Mining and SAS Enterprise Miner. *72th University Aviation Association Conference*, October 1-4, 2019. Memphis, TN.
11. **Truong, D.**, & Choi, W. (2019). Using Machine Learning Algorithms to Predict the Risk of Small Unmanned Aircraft System Violations in the National Airspace System. *Air Transportation Research Society (ATRS) 23rd World Conference*, July 2-5, 2019. Amsterdam, Netherlands.
12. Choi, W., & **Truong, D.** (2019). An Optimization Model for Airport Capacity Planning in the Metropolitan Areas. *Air Transportation Research Society (ATRS) 23rd World Conference*, July 2-5, 2019. Amsterdam, Netherlands.
13. Pan, J., & **Truong, D.** (2019). Investing in High Speed Rail: United States and China. *Transportation Research Board 98th Annual Meeting*, January 13-17, 2018. Washington, DC.
14. **Truong, D.** (2018). Risk Assessment of Small Unmanned Aircraft System (sUAS) Operations. *Decision Sciences Institute: 2018 Conference*, November 17-19. Chicago, IL.
15. **Truong, D.** (2017). Evaluating How Doctorate Recipients Make Their Career Decisions. *Decision Sciences Institute: 2017 Conference*, November 18-21. Washington D.C.
16. **Truong, D.** (2017). Using Cluster Analysis to Develop a Risk Taxonomy for Small Unmanned Aircraft System. *Institute for Operations Research and Management Sciences (INFORMS) 2017 Annual Meeting*, October 22-25. Houston, TX.
17. Hampton, S., **Truong, D.**, Byrne, K., & Techau, T. (2017). Pilot Training Metrics at a Part 141 University Training Program. *17th AIAA Aviation Technology, Integration, and Operations Conference, AIAA AVIATION Forum*, June 4-7. Denver, CO.

18. **Truong, D.** (2017). Using Small Unmanned Aircraft Systems (sUAS) for Logistics: Benefits and Challenges, APICS Orlando - Mid Florida Chapter, May 9. Orlando, FL.
19. **Truong, D.** (2017). Using Four-Step Cluster Analysis to Develop Airline Segmentation. The 2017 INFORMS Conference on Business Analytics & Operations Research, April 2-4. Las Vegas, NV.
20. Pan, J, & **Truong, D.** (2017). How passengers select an airport in a multiple airport system – A preliminary study in Beijing. MBAA International Conference, March 22-24. Chicago, IL.
21. **Truong, D.** (2016). How to Integrate Research Into Online Doctoral Business Analytics Courses? Decision Sciences Institute: 2016 Conference, November 19-22. Austin, TX.
22. Buaphiban, T, & **Truong, D.** (2016). How Do Passengers Select Low Cost Carriers? Decision Sciences Institute: 2016 Conference, November 19-22. Austin, TX.
23. Stolzer, A., Friend, M., & **Truong, D.** (2016). Measuring and Evaluating Safety Management System Effectiveness Using Data Envelopment Analysis. Fall Assembly on Faculty Research, November 15. Embry-Riddle Aeronautical University, Daytona Beach, FL.
24. Friend, M.A., Stolzer, A., & **Truong, D.** (2016). Evaluating SMS: What tools work well? American Society of Safety Engineers Professional Development Conference, June 26-29. Atlanta, GA.
25. **Truong, D.** (2015). Selecting Appropriate E-Procurement Solutions for Your Purchase Needs. Decision Sciences Institute: 2015 Conference, November 21-24. Seattle, WA.
26. Jitpaiboon, T., Gu, Q., & **Truong, D.** (2015). The Study toward a Measure of Competitive priorities: Meta-Analysis. Decision Sciences Institute: 2015 Conference, November 21-24. Seattle, WA.
27. **Truong, D.**, Chen, H. (2015). Prediction Modeling for a Complex and Dynamic System. INFORM Conference on Business Analytics & Operations Research, March 30 – April 1. Huntington Beach, LA.
28. Tian Y., Chen H., Truong D., and Correa N. (2015). Identifying Secondary Crashes in Geographic Information Systems (GIS) : A Case Study of Interstate Highways in the State of Florida. 28TH ICTPA Annual Conference, May 14-16. Los Angeles, CA.
29. **Truong, D.** (2014). Cloud-Based Solutions for Supply Chain Management: A Post-Adoption Study. American Society of Business and Behavioral Sciences Conference, February. Las Vegas, NV.
30. **Truong, D.** (2012). Development of an Apple Application to Enhance Student Learning Outcomes. Decision Sciences Institute: 2012 Conference, November 24-26. San Francisco, CA.
31. **Truong, D.** (2012). Cloud-Based Supply Chain. APICS Orlando - Mid Florida Chapter, May 8. Orlando, FL.

RESEARCH GRANTS

Funded Grants

1. Principal Investigator: “Natural Language Processing (NLP) Proof of Concept” – Technology Strategic Initiative, Embry Riddle Aeronautical University, 2022-2023.
2. Principal Investigator: “IUCRC Preliminary Proposal Planning Grant Embry-Riddle Aeronautical University: Center for Aviation Big Data Analytics [ABDA]” (\$20,000) (with Houbing Song and others) – National Science Foundation (NSF), 2022. [In the

awarding step. This proposal is for planning. Afterwards, we can get funding for the center in three phases; the first phase is five years].

3. Co-Principal Investigator: “A50: Small Unmanned Aircraft System (sUAS) Traffic Analysis” (with Ryan Wallace, Scott Winter, and others – ERAU team) (funded, total funding: \$2,326,501) - The FAA’s Center of Excellence for UAS Research (ASSURE), 2021-2024.
4. Co-Principal Investigator: “A47 - Small UAS (sUAS) Mid-Air Collision (MAC) Likelihood” (with Ryan Wallace, David Cross, and Scott Winter – ERAU team) (funded, total funding: \$1,059,000) - The FAA’s Center of Excellence for UAS Research (ASSURE), 2021-2023.
5. Co-Principal Investigator: “A21 - Integrating Expanded and Non-Segregated UAS Operations into the NAS: Impact on Traffic Trends and Safety” (with Richard Stansbury and Ryan Wallace – ERAU team) (funded, total funding: \$1,497,279) - The FAA’s Center of Excellence for UAS Research (ASSURE), 2019-2021.
6. Principal Investigator: “Developing a Taxonomy of Risk Factors for Small Unmanned Aircraft System (sUAS) Operations In National Airspace System (NAS)” (funded, \$12,497.00) – Embry-Riddle Aeronautical University’s Faculty Innovative Research in Science and Technology (FIRST), 2017.
7. Co-Principal Investigator: “Determining The Effectiveness of Safety Management Systems: A Research Investigation” (with Alan Stolzer and Mark Friend) (funded, \$150,000.00) – Federal Aviation Administration (FAA), 2014-2015.
8. Principal Investigator: “Prediction of Flight Delays Using Data Mining and Bayesian Inference Methods” (funded, \$11,987.00) (with Hongyun Chen) - Embry-Riddle Aeronautical University, 2013.
9. Co-Principal Investigator: “Identifying and Investigating Secondary Crashes by Using Geographic Information System (GIS)” (with Hongyun Chen) (funded: \$12,314.00) - Embry-Riddle Aeronautical University, 2013.
10. Principal Investigator: "Develop Apple iphone/ipod/ipad applications to enhance student learning outcomes in HBCUs" (funded: \$4000.00) - Fayetteville State University, 2010.
11. Principal Investigator: “E-Market and Entrepreneurship” (funded: \$4000.00) - Center for Entrepreneurship, Fayetteville State University, 2008.

Submitted Grants

1. Principal Investigator: “Artificial Intelligence-Enabled Assistant for Mental Health Screening and Support for Vulnerable Populations” (in collaboration with Institute of Human Machine Cognition) (\$1,467,935) – National Institute of Health (NIH), 2022.
2. Principal Investigator: “Effects of Fears, Trust, Distrust, and Government Messaging on Acceptance of COVID-19 Rapid Testing” (with Cynthia Pugh and Youngran Choi) (\$961,795) – National Institute of Health (NIH), 2022.
3. Principal Investigator: “Automated Predictive Accident Alert System for Vulnerable Road Users” (\$80,000) – DOT Center for Advanced Transportation Mobility (CATM), 2019.
4. Co-Principal Investigator: “HDR DSC: Collaborative Research: (HEADS) Harnessing Environmental and Aviation Data for Sustainability” (with Leila Halawi, Hong Liu, and Radu Babiceanu) (\$1,195,605) – National Science Foundation (NSF), 2019.

5. Principal Investigator: “How to Improve Transportation Safety for Citizens with Disabilities During Hurricane Evacuation?” (with Mark Friend) (\$150,000) – DOT Center for Advanced Transportation Mobility (CATM), 2018.
6. Principal Investigator: “Collecting and Sharing Longitudinal Data for the Air Traffic Technical Training Program” (with Scott Winter) (\$99,900) – The FAA’s Center of Excellence for Technical Training and Human Performance (TTHP), 2018.
7. Principal Investigator: “Quantitative Risk Assessment Model For Small UAS With Beyond-Visual-Line-Of-Sight (BVLOS) Operations in Populated Areas” (with Mark Friend and Alan Stolzer) (\$500,000.00) – The FAA’s Center of Excellence for UAS Research ASSURE, 2016.
8. Principal Investigator: “Permitted Airport Involvement in Economic Development Efforts” (with Mark Friend and John Sabel) (\$45,000.00) - Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2016.
9. Co-Principal Investigator: “Legal Issues Related to the Implementation and Operation of Safety Management Systems for Airports” (with Mark Friend and John Sabel) (\$60,000.00) - Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2016.
10. Project Team Member: “Institute for Global Air Transport Analytics (IGATA) – An ERAU Center of Research Excellence” (PI: Bowen, B.D.; Co-PIs: Holt, T.B., Vasigh, B., Ison, D., Burgess, S., Fink, M.) (\$50,000.00) - Embry-Riddle Aeronautical University – Accelerate Research Initiative, 2016. *(The pre-proposal is approved)*
11. Co-Principal Investigator: “Developing Innovative Strategies for Aviation Education and Participation” (with Mark Friend and Kadie Mullins) (\$350,000.00) - Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2016.
12. Co-Principal Investigator: “Safety and Health for Aviation Employees in SMS-Compliant Operations” (with Mark Friend and Alan Stolzer) (\$394,088.00) – National Institute of Health (NIH), 2016.
13. Principal Investigator: “Internet of Things for Airports” (with Mark Friend, Chunyan Yu, and Kiljae Lee Lee) (\$60,000.00) - Embry-Riddle Aeronautical University – Accelerate Research Initiative, 2016.
14. Co-Principal Investigator: “Impact of System-Wide Implementation of SMS in the Airline Industry” (with Mark Friend and Maxwell Fogleman) (\$60,000.00) - Embry-Riddle Aeronautical University – Accelerate Research Initiative, 2016.
15. Co-Principal Investigator: “Center for Applied ATM/sUAS Operations Research (CAAOR)” (with Dahai Liu, William Coyle, John Robins, Tom Harritos, Massood Towhidnejad, and Dennis Vincenziand) (\$150,000.00) - Embry-Riddle Aeronautical University – Accelerate Research Initiative, 2016.
16. Principal Investigator: “Task 23 - AJI-2 Customer Satisfaction Process” (with Mark Friend) (\$98,127.00) – The FAA’s Air Transportation Center of Excellence for Technical Training and Human Performance AERIS, 2016.
17. Principal Investigator: “Enterprise Risk Management Guidebook for the Internet of Things at Airports” (with Mark Friend and Robert T. Raffel) (\$400,000.00) – Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2016.

18. Principal Investigator: “How Can Internet of Things (IoT) Drive Innovation at Airports to Improve The Productivity and Outcomes?” (with Mark Friend) (\$20,000.00) - IBM Center for The Business of Government, 2016.
19. Co-Principal Investigator: “Can SMS Lower The Injury-Illness Rate Among Airline Employees?” (with Mark Friend) (\$20,000.00) - IBM Center for The Business of Government, 2016.
20. Co-Principal Investigator: “Employee Safety and Health for Small Manufacturers” (with Mark Friend and Alan Stolzer) (\$299,719.00) - American Society for Engineering Education, 2015.
21. Principal Investigator: “Airport Contract Risk Management for Airport Agreements” (with Mark Friend and John Sabel) (\$65,000.00) - Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2014.
22. Principal Investigator: “Assessing and Mitigating Risks Associated with Using Commercial Unmanned Aerial Vehicles (UAVs) for Package Delivery” (with Mark Friend and Greg Woo) (\$20,000.00) – IBM Center for The Business of Government, 2014.
23. Principal Investigator: “Academic vs. Non-Academic Jobs: Doctorate Recipients’ Career Decision and Job Satisfaction” (\$38,790.00) – Association for Institutional Research (AIR), 2014.
24. Principal Investigator: “NextGen - A Primer” (with Steven Hampton and Mark Friend) (\$600,000.00) - Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2014.
25. Co-Principal Investigator: “Improving Stakeholder Engagement in Aircraft Accident Planning” (with Mark Friend and Alan Stolzer) (\$500,000.00) - Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2014.
26. Co-Principal Investigator: “Runway Protection Zone (RPZ) Risk Assessment Tool” (with Alan Stolzer and Mark Friend) (\$400,000.00) - Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2014.
27. Principal Investigator: “A Success Model of IT Projects using Agile Development Methodology” (\$45,305.00) - Project Management Institute (PMI), 2013.
28. Principal Investigator: “Alternative IT Delivery Methods and Best Practices for Small Airports” (with Hongyun Chen) (\$100,000.00) –Transportation Research Board (TRB)/Airport Corporative Research Program (ACRP), 2013.
29. Principal Investigator: “Benchmarking and Risk Optimization Models for Cloud-Based Solutions” (\$345,367.00) - National Science Foundation (NSF), 2012.
30. Principal Investigator: “Cloud Computing For Small and Medium Businesses” (\$59,692.00) – Google Faculty Research, 2012.
31. Co-Principal Investigator: "Improving HBCUs' Students Marketability by Investment in IT-STEM Training," (submitted: \$1,641,762) –National Science Foundation (NSF), 2006.
32. Co-Principal Investigator: "BPC-DP: Enhancing IT education and career opportunities for post-secondary minority students," (submitted: \$631,428) –National Science Foundation (NSF), 2005.

ANALYTICS AND COMPUTER SKILLS

- Data mining software: SAS Enterprise Miner, STATISTICA, SPSS Modeler

- Natural Language Processing and Text Mining: SAS Text Miner
- Big data analytics: SAS High Performance Data Mining, SAS Visual Analytics
- Statistics software: SAS Enterprise Guide, SAS Studio, SPSS, STATISTICA
- Bayesian network software: BayesiaLab, SAS Enterprise Miner
- Structural Equation Modeling software: AMOS, LISREL
- Optimization software: LINGO, LINDO, Excel Solver
- Qualitative and mixed methods software: NVivo , SAS Text Miner
- Simulation: Oracle Crystal Ball Simulation, Arena
- Programming languages: Objective C, Visual Basic.NET
- Project management: MS Project
- Graphic and Multi-media Design: Adobe Creative Cloud (Photoshop, InDesign, Flash), Visio
- Office 365 software: Word, PowerPoint, Excel, Outlook, SharePoint, Project, Visio, Teams, OneNote, OneDrive, Stream, Power BI
- Dashboard: Tableau, Power BI
- Others: Workday, Canvas, Campus Solutions