



**Curriculum Vita
June 2025**

Instructor: Jacinta Dyck, Instructor

Academic Department: College of Innovation and Design

Phone: Please email using the link below. We can set up a quick Zoom session.

University Email Address: jacinta.dyck@etamu.edu

East Texas A&M University Addresses:

Main Campus: PO Box 3011, Commerce, TX 75429-3011

Dallas Site: 8750 North Central Expressway, Suite 1900, Box 30, Dallas, TX 76231

College of Innovation and Design Office Phone: 214.954.3615 & 903.886.5878

EDUCATION

- **Master of Business Analytics (In Progress)**
 - East Texas A&M University
- **Master of Business Administration**
 - University of Louisiana, Lafayette, LA
 - Beta Gamma Sigma
- **Bachelor of General Studies**
 - Concentration: Business, Accounting, and Education
 - University of Southwestern Louisiana, Lafayette, LA

TEACHING EXPERIENCE

EAST TEXAS A&M UNIVERSITY

August 2024 to May 2025 – Ad-Interim Professor - Management & Economics, College of Business

January 2022 to July 2025 - Adjunct Professor - Management & Economics, College of Business

PROFESSIONAL EXPERIENCE

CERTIFICATIONS

SHRM-SCP, SPHR, MCSE, MCT, MCP+I, MOS (Microsoft Certified Systems Engineer, Microsoft Certified Trainer, Microsoft Certified Professional + Internet, Microsoft Office User Specialist in Word, Excel, PowerPoint, Outlook and Access)

Coursera Google Project Management Certification

Strategic Communication Management Professional (SCMP®) – Fall 2024

Business Presentations

Business Writing, Proper Emails and Email Etiquette, Online Etiquette and Engagement, Phone Etiquette, Resilience, Address the Stress/Stress Management, Aging Workforce and its Effects on Corporate America, Change Management, Crisis Management, Project Management, Conflict Resolution and De-escalation, Difficult Conversations, Situations and People, Customer Service Excellence, Using DiSC to Create Healthier Teams, Goal Setting, Grammar Essentials, Teambuilding, Leadership, Creating Mission, Vision and Value Statements, Creating a Business Plan and SWOT Analysis, Technical Writing, Why Professional Development Matters, First Time Supervisor, Seasoned Supervisor Refresher, Civility in the Workplace, Hiring Best Practices, Employee Engagement, Progressive Discipline, Onboarding on Campus, SMART Goals, Train the Trainer

BUSINESS SKILLS

Training and Development, Process Documentation, Project Management, Event Planning, Accounts receivable/payable, payroll, reporting, negotiations, recruiting, hiring process, bank reconciliation, budgets, strong organizational skills, detail-oriented, multitasking, problem resolution, strong interpersonal/communication skills, strong motivator and coaching skills, continuously streamline work processes to become more efficient and productive.