Nabila Zaidi

Adjunct Professor
Department of Management, Marketing, and Management Science
College of Business
East Texas A&M University
Nabila.Zaidi@etamu.edu

EDUCATION

University of North Texas at Frisco
Doctor of Business Administration (Management)   (In Progress)

California State University, San Bernardino
Master of Business Administration   December 2015
Master of Arts in Career & Technical Education   June 2008

California State University, Long Beach
Bachelor of Science in Business Administration   May 2004

CERTIFICATIONS

Project Management Institute
Project Management Professional **(PMP)** #3435933   March 2023

Scrum Alliance
Certified Scrum Master **(CSM)** #001473049   January 2023

Scrum.Org, The Home of Scrum
Professional Scrum Master I **(PSM I)** #900846   January 2023

Scaled Agile, Inc.
Certified SAFe 5 Scrum Master **(SSM)** #97880855-4222   January 2023

International Scrum Institute
Certified Kanban Expert **(Kanban-EXP)** #36639483031816   January 2023
Scrum Master Accredited Certification **(SMAC)** #93766689135693   December 2022

CERTIFICATES / OTHER QUALIFICATIONS

Collaborative Institutional Training Institute (CITI)
UNT Research Conflict of Interest – Stage 1   October 2024
Social & Behavioral Research – Basic/Refresher – Basic Course   October 2024
IRB Administration – Basic Course   October 2024

Pacific Program Management (PPM)
Presentation Skills and Public Speaking   May 2024

American Management Association (AMA)
Leading with Emotional Intelligence   August 2021

TEACHING & RELATED EXPERIENCE

East Texas A&M University, Commerce, TX   **August 2025-Present**
Adjunct Professor of Management
Courses:
- Operations Management - Graduate Level
- Project Management - Undergraduate Level

Instructional Connections, LLC, Dallas, TX   **January 2024-Present**
Academic Coach (Part-time)
- Assisting students with course related questions
- Understanding of the university policies/standards and the assigned program
- Collaborating with the Faculty of Record to review the upcoming course assignment and completing all assigned tasks as instructed by the Faculty of Record
- Monitoring student participation and reaching out to inactive and/or at-risk students
- Reporting and documenting efforts made and report to the faculty
- Assisting and/or directing students to appropriate support with technology or other items
- Monitoring discussion threads, documenting and notifying faculty of inappropriate comments/posts for further direction as directed by the faculty of record
- Responding to all emails and inquiries from students, faculty, or Instructional Connections staff in a timely manner
- Participating in ongoing professional development and policy reviews provided by Instructional Connections and/or the University on topics related to any federal, state, or other regulations, and company or university policies

PROFESSIONAL EXPERIENCE

Cresa, LLC, Dallas, TX
Workplace Services Manager – Amazon Account   April 2024-Present
- Resolving client issues and inquiries, ensuring positive customer experiences through efficient ticketing and accurate transaction processing
- Modeling and sharing customer service best practices to foster a high-quality, team-wide customer experience
- Collaborating with teams to maintain client satisfaction and meet SLA requirements with timely responses and solutions
- Conducting audits of space, furniture, and signage, managing customer service requests related to space and accessories
- Preparing and distributing regular and ad-hoc reports, supporting client onboarding, security, and access requirements
- Leading project teams to meet milestones, built vendor relationships, and documented and escalated risks related to NRRs, SLAs, and KPIs
- Engaging in process improvement and initiatives to enhance service efficiency and customer satisfaction

PCV Murcor, Inc., Pomona, CA
Operations Manager   July 2019-August 2022
- Managed Production and Vendor Management teams, optimizing productivity and reducing costs
- Leveraged Vendor Management System (VMS) to oversee workload and approve orders per client guidelines
- Boosted productivity by 10%+ and automated orders, improving efficiency by 12%
- Trained staff to enhance KPIs and improved Department Scorecard Metrics, coordinating automation efforts.
- Conducted internal audits, collaborated with audit teams, and validated task appropriateness
- Partnered with IT for technology solutions, participating in UAT and staging testing
- Managed project timelines, deliverables, and budgets, overseeing all development phases
- Established departmental policies and procedures, and utilized CRM to track cases effectively

Accurate Background, Irvine, CA   **May 2017-January 2019**

Director – International Operations   September 2017-January 2019
- Managed Domestic Public Records team and global vendor partners, optimizing processes for international records
- Improved KPIs, boosting productivity by 15% while reducing headcount by 10%
- Developed strategies to enhance operational efficiency, service levels, retention, and cost management
- Collaborated with IT to implement technology-based solutions for customer value
- Supported business development through sales presentations, RFPs, and contract negotiations
- Established vendor metrics, negotiated pricing, and enforced SLAs with domestic and international vendors
- Partnered with contract and compliance teams for vendor contract lifecycle management
- Conducted business reviews and provided performance analysis for external partners

Manager – International Operations   May 2017-September 2017
- Managed Domestic Public Records team and global vendor partners, overseeing daily production batches for operational continuity
- Led quality program to ensure accuracy, analyzing errors to drive improvements
- Monitored vendor performance across metrics, identifying trends, opportunities, and issues

HireRight, Inc., Irvine, CA   **August 2004-April 2017**

Supervisor – International Operations   May 2011-April 2017
- Managed Domestic and Global Public Records team and international vendors, ensuring adherence to turnaround and quality standards
- Documented processes for International Public Records based on client requirements

International Vendor Coordinator   August 2008-April 2011
- Coordinated global vendor network for criminal record searches, ensuring compliance and high performance.

Team Lead – International Verifications   April 2007-July 2008
- Led U.S. and Estonia teams to achieve daily and monthly targets, providing training and coaching for new domestic and international hires.

Quality Control Specialist   November 2006-March 2007
- Performed quality check on completed orders

International Verifications Researcher   August 2004-October 2006
- Conducted pre-employment background checks and built an international network of reliable sources.

RESEARCH

Under Review

Zaidi, N., Canas, A., & Austin, J. "Turn Out the Lights, the Party is Over". *Journal of Information Technology Case and Operations Research.*

Work-in-Progress

Zaidi, N. "The Influence of the Theory of Planned Behavior and Espoused National Culture on Employees' Willingness to Return to Office (RTO)".

Zaidi, N. "Navigating the New Normal: A Systematic Literature Review of Remote, Hybrid, and Return-to-Office Transitions".

Zaidi, N. "Influence of Espoused National Culture on the Employees' Willingness to Return to Office (RTO)".

Conference Presentations

Zaidi, N. "Influence of Espoused National Culture on the Employees' Willingness to Return to Office (RTO)", *Poster Session at the 2025 Annual Meeting of Federation of Business Disciplines,* Tulsa, OK, March 2025.

Other Presentations

Zaidi, N. "Influence of Espoused National Culture on the Employees' Willingness to Return to Office (RTO)", *University of North Texas at Frisco, TX*, December 2024.

SERVICE

SpeakerPost	June 2025-Present
Speaker/Subject Matter Expert	
Southwest Academy of Management (SWAM)	May 2025-Present
Graduate Representative at Large	
University of North Texas at Frisco	August 2025
Panel Member – New Doctoral Student Orientation	

PROFESSIONAL AFFILIATIONS/MEMBERSHIPS

Southwest Academy of Management (SWAM)	2025-Present
American Management Association (AMA)	2025-Present
Federation of Business Disciplines (FBD)	2025-Present
Project Management Institute (PMI)	2023-Present

PROFESSIONAL DEVELOPMENT

StarAgile
Project Management Professional (PMI) PDUs   February 2023

Project Management Institute
Enhancing Leadership Skills with AI	November 2024
Max. Your Attendee Exp.: How to Get Most Out of Your PM Event Participation	October 2024
Leveraging Adv. Analytics…Project Management: Building Statistical…Principles	October 2024
Insights: AI in PM Community Led 2023 Survey Results Europe	April 2024
Project Management during a Recession: Risk Mgmt. and Planning during a Crisis	April 2024
Great Meetings Build Great Teams – A Guide for PMs and Agilists	April 2024
Leveraging AI: A Blueprint for Project Managers in Asia: Insights from the AI in	April 2024
PM Community Led 2023 Survey	April 2024
Agile Portfolio Mgmt.: Transforming Buss. Strategies into Client-Centric Outcomes	April 2024
Project HEADWAY: Volunteer Project Management	April 2024
The Wonderful World of Power Skills: Achieving Exceptional Performance	April 2024
Emerging Trends in Risk Management in the Experience (Post-knowledge) Era	April 2024
Brainstorming with AI Tools	April 2024
Project Execution Differences for Modular Project	April 2024
Exponential Leadership	April 2024
PMI Chapters Dialogue: Our Sustainability Journey So Far	April 2024
Destination Imagination and AI: How PM and AI are Building a Brighter Future	April 2024
Structured System Management – A New Project and Program Management Tool	April 2024
HBR: It's Time to End the Battle between Waterfall and Agile	April 2024
Project Management in a Green World: Including Sustainability	April 2024
Technology Enables Collaboration for Inclusive Project Teams	April 2024
Women in PM: Strategies to Own your Diversity in Projects and the Boardroom	April 2024
How to Lead Inclusive Project Teams	April 2024
Fundamental Principles of Project Management	April 2024
Deliver Project Solutions with Low-Code and No-Code Technology	April 2024
Together We Rise: Harnessing the Power of WEW-Women Empowering Women	April 2024
Domain-Specific Language and Acceptance Testing	April 2024
Principles in Portfolio Mgmt.: Building Upon What We Know to…for the Future	April 2024
Why I Like to Work on Projects - Motivation of Generation Y	April 2024
Innovation Narratives and Leadership	April 2024
Agile Portfolio Management	April 2024
Bldg. Opt. at Project Front-End Strategy: The Power of…for Evolvability	April 2024
Need for Speed: Efficiently and Consistently Delivering Value	April 2024
Virtual Practices as a Game Changer in Project Stakeholder Management	April 2024
Trauma or Triumph? Effective Leadership for Transformational Times	March 2024
How to Deal with Stressful Projects…And Survive	March 2024
Respect Culture or Face Failure: Leadership Lessons from Four Continents	March 2024
How to Prevent and Stop Workplace Bullying	March 2024
Project Organizing for Tackling Grand Challenges in Emergent Markets	March 2024
Innovation Narratives and Leadership	March 2024
Balanced Leadership	March 2024
Hybrid Project Management: Fit-for-Purpose to Drive Performance	March 2024