

JOHN C. CONKLIN, PH. D

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EDUCATION

Capella University

Ph.D. Information Technology

2013

Dissertation: "The Cross-Cultural Communication Epidemic of the 21st Century"

Honors: Dissertation passed "with Distinction"

California Coast University

Master in Business Administration

2008

DeVry University

Bachelors of Science

2003

Areas of Concentration: Computer Information Systems

TEACHING EXPERIENCE

Colorado Technical University

Adjunct Instructor – Introduction to database systems

2019 - Current

Introduced students to relational databases including definition of, implementation and usage.

Provided weekly live chat sessions with students to provide instruction on the weekly topic.

Adjunct Instructor – Database Systems

2019 - Current

Provided detailed instruction on the usage of database systems, how to query databases and develop reports. Provided weekly live chat sessions with students to provide instruction on the weekly topic.

Adjunct Instructor – Data Warehouse

2019 - Current

Provided instruction on the theory behind data warehousing and the different models. Also provided instructions on different business intelligence solutions for end user querying of the data warehouse. Provided weekly live chat sessions with students to provide instruction on the weekly topic.

Adjunct Instructor – NoSQL Databases

2019 - Current

Provided instruction on the different types of NoSQL database in use within the market place. Class was mainly focused on the use of the MongoDB for all class exercises. Provided weekly live chat sessions with students to provide instruction on the weekly topic.

University of the People

Adjunct Instructor – Computer Systems

2019 - Current

Introduced students to relational databases including definition of, implementation and usage.

Moderated the course discussion board while actively participating in course discussions.

RELATED EXPERIENCE

Aetna, a CVS Company

Senior Data and Reporting Analyst

05/01/2015 - Current

Provide consulting support to multiple health plan and medical management support services personnel. Participate in an Agile team for system development and act as the product owner for a case management application used to track member interactions. Provide support and development of multiple Quick Base applications, as well as extensive Microsoft SQL reporting.

Blue Cross Blue Shield of Arizona

Senior System Support Analyst IV

11/03/2013 – 04/30/2015

Provide senior level application support and consulting for the company. Provided system testing and deployment support for all applications controlled by our department. Provided system configuration support and business process oversight.

Aetna, a CVS Company

Business Program Project Manager

July 2004 – November 2013

Provided system support, configuration and maintenance for a care management system managed by my department. Also provided consulting services to multiple internal and external entities regarding use and configuration of this system. In addition to the duties previously noted, I also

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actively participated in project management of all assigned projects and coordinated activities between multiple departments.

LANGUAGES

English– native language

MEMBERSHIPS

American Phycological Association
Association for Computing Machinery