

Kimberly Y. Champagne
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EDUCATION

- January 2020 – May 2023: Doctor of Education, Charleston Southern University, SC
- June 2008: Master of Science degree, Major: Management, Minor: Human Resources, Troy University, Troy, AL
- May 1998: Bachelor of Science degree, Major: Airway Science Management Delaware State University, Dover, DE

CERTIFICATION

- Lean Six Sigma Black Belt, awarded by Office of the Secretary, US Air Force

WORK EXPERIENCE

August 2022 - present

Assistant Professor, Hans A. Nielsen College of Business, Charleston Southern University, North Charleston, SC

The Nielsen College of Business (NCOB) offers graduate and undergraduate degrees in online, hybrid, and traditional delivery formats. There are over 300 undergraduate students enrolled in the Bachelor of Business Administration (BBA) which includes nine majors. Over 125 graduate students are enrolled in three graduate degree programs which include the MBA, Master of Arts in Organizational Leadership, and Master of Science in Human Resource Management. The NCOB has sixteen full-time faculty members, thirteen of whom have terminal degrees in business or leadership. As an assistant professor, I am responsible for providing instruction for the following courses: BUSI 199, 204, 314, and MGMT 331. I draw on my vast background in leadership, communications, and operations management to provide theoretical and practical-based instruction.

May 2023- present

Reservist to the Planning and Assessment Branch, Secretary Office the Air Force Office of Public Affairs, Pentagon, Washington, DC (telework)

As a reservist to the Branch Chief, I serve as an augmentee to the chief of assessments in the role I advise and conduct assessment of the US Air Force and Space Force information programs. These programs include analysis of data obtained by focus groups and surveys to equip leaders at all levels, to make data driven decision on the most effective forms of delivering information to Airmen and Guardians. Specific duties include:

- Leads 16-person team responsible for identifying issues with strategic impact across Secretariat, Air & Space Force.
- Designs quantitative/qualitative research to support effective Public Affairs communication strategy development.
- Leads interdisciplinary team conducting media assessment, opinion research, & strategic comm engagement plans.

- Directly advises Department and service senior leaders on communication strategies, synchronization, and messages.

November 2021- April 2023

Education and Training Directorate Chief, Secretary Office the Air Force Office of Diversity and Inclusion, Pentagon, Washington, DC (telework)

As Directorate Chief, I serve as a senior-level administrator who oversees the training and professional development programs of Diversity and Inclusion in US Air Force and Space Force. These programs equip leaders at all levels, diversity and inclusion practitioners, Airmen and Guardians with tools and techniques for addressing achievement gaps and improving equity and inclusion within the organizations. Specific duties include:

- Direct all aspects of online training and eLearning creation including conceptualizing, developing content, and managing relationships with vendors.
- Collaborate with Air Force and Space Force leaders to gain knowledge of specific work situations requiring changes in policies, procedures, regulations, and technologies.
- Create testing evaluation and procedures.
- Analyze business processes and establish a framework for an online registration system.
- Tailored programs and presentations about cultural diversity, leadership, team building.
- Develop lessons plans designed to assist adult students with bias literacy training.
- Develop Air Force directives for networking and communication.
- Evaluate curriculum to elevate and ensure material meets the standards for stakeholders.
- Develop quarterly newsletter for Diversity and Inclusion networking and communication Air Force-wide.

June 2019 – November 2021

Commander, 315th Force Support Squadron, Joint Base Charleston, SC
(GS-0301-12)

As Squadron Commander, I serve as the Senior Human Resources Officer charged with Human Capital Management, leading a team of approximately 110 military and civilian personnel serving the 315th Airlift Wing, Joint Base Charleston, SC. Responsible for strategic planning and aligning organizational business strategies with talent management practices such as: hiring, engaging, developing, deploying, leading, and retaining talent. Specific duties include:

- Conducts and manages all manpower and civilian personnel actions, maintains the Unit Personnel Manning Roster -- ensures all 1,700 positions are accurately recorded and current.
- Establishes, develops, and maintains active working relationships with two other Wing –level Personnel Offices on JBC. Works closely with the 315th Airlift Wing leadership, Base Civilian Personnel Office, and Air Force Personnel Center to maintain manning.
- Consults regulations and guidance to implement various options for hiring authorities, for retention, ensuring positions are filled in a timely manner. Maintains in-depth working knowledge of changes to regulations/authorized common practices.

- Serves as the CUBE Lead, The CUBE is a collaborative partnership that guides, supports, and steers deliberate manning performance and processes to ensure retention and appropriate recruitment efforts. This role consists of gathering and analyzing data on projected turnover, losses, program changes, etc., and developing and coordinating recruitment plans for vacant positions. Recommends solutions to a wide range of operating and technical problems and issues.
- Provides oversight and development of procedures and process improvements for an array of civilian personnel programs, to include civilian strength accounting, civilian employment cost management, staffing activities/functions, and workforce/strategic planning.
- Communicates on a regular basis with Air Staff and Air Force Reserve Command to prepare Strategic Communications to ensure changes to policy, regulations, directives, and concerns/issues that effective the field are generated in a timely manner.
- Maintains certification as LEAN Six Sigma Black Belt. Develops and recommends process improvements in services/programs by participating on teams and/or projects involving redesigning processes in order to meet the varied and changing requirements of the organization.
- Represents the 315th Airlift Wing as the Collective Bargaining Agreement Negotiation leader for AFGE Local 1869.
- Directs evaluations, awards, and decorations programs along with retirements, separations, and transfers of personnel.

May 2016-June 2019

Assistant Professor, Aerospace Studies, Charleston Southern University, Charleston
(Active Duty)

As an Assistance Professor, I served with an AFROTC unit that administered college-level officer training program. I served as the Recruiting Flight Commander and instructed curriculum covering Foundations of the USAF, AF History, Leadership, and National Security Affairs. I taught AERO 101, 201 and Leadership Laboratory.

- Planned, organized, and managed activities and support services of the organization. Autonomously made technical and executive decisions for the squadron in all areas of functional responsibility.
- Exercised supervisory personnel management responsibilities.
- Made a periodic, comprehensive assessment and evaluation of program goals/ objectives which provide a basis for long-range planning to enhance the organization's management support capabilities.

May 2017-October 2020

Adjunct Professor, College of Adult and Professional Studies (CAPS), Charleston Southern University, Charleston

As an Adjunct Professor for the CAPS program, I taught ECBA 308 and PMGT 320.

Feb 2012-May 2016

Management and Program Analyst/Business Experience Process Manager, Joint Base Charleston, SC
(GS-0343-12)

In this position, I planned, projected, and conducted comprehensive assessments for efficiency, effectiveness, and performance management of support services operations of Human Resources, Operations, Logistics, and

Maintenance organizations ranging from single units to significant organizational entities of the wing. Specific duties included:

- Lead, planned, organized, and implemented organization-wide Continuous Process Improvement activities for problem-solving or opportunities for improvement (to include unusual, unprecedented, controversial, and complex issues), root cause analysis, development of countermeasures/strategies to reach goals, mitigation, and risk management analysis, implementation, and sustainment of correction actions, using Lean Six Sigma methods and some aspects of ISO 9001 Quality Management Standards.
- Assisted senior leaders in development of Manager Internal Control Program for management oversight of key performance indicators (KPIs) of the Airlift Wing core competencies, compliance-related issues, and special interest items.
- Analyzed and measured the efficiency and productivity of administrative and technical programs.
- Performed budget formulation work involving preparation of detailed analyses and estimates of annual funding needs for one or more future budget years.

June 2008-February 2012

Executive Officer, Readiness Management Group, Robins Air Force Base, GA
(Active Duty)

The Readiness Management Group oversees all human resources requirements for Individual Mobilization Augmentee reservists. Specific duties included:

- Supervised 4 noncommissioned officers; processed all human resource/personal packages requiring commander review and/or signature.
- Gathered data from divisions with different missions to develop metrics of employee performance, planning and continuous improvement methodology, tools, and techniques; edited and reviewed all tasks, ensured accuracy and completion of all submissions.
- Managed and resolved complex employee relations issues; conducted research and insured thorough investigations; completed all congressional complaints, inspector general inquiries, and freedom of information act requests.
- Auditor and compliance officer, augmented Air Force Reserve Command's inspection team and led unit through a unit compliance inspection.
- Served as talent recruiter and retention officer; planned, organized, and evaluated personnel training needs, and led planning for readiness management group by annual conference. Also, tracked health and safety directives and standards to meet readiness/safety requirements.
- Served as Wing Protocol Officer
- As Financial Manager, formulated and executed \$300,000 conference budget, \$50,000 reserve personal appropriation budget for senior leader support, and \$103,000 civilian awards program budget.

February 2008-January 2011

Chief of Public Affairs, Readiness Management Group, Robins Air Force Base, GA
(Active Duty)

In this capacity, I led, planned, executed, and evaluated the multi-function organization public relations program to include: multi-media activities to promote positive relations between the headquarters and readiness management

group staff, the 23 detachments, 10,000 individual reservist, and the active-duty communities. Specific duties included:

- Supervised two noncommissioned officers; articulated all human resource programs and benefits and design layout of the four-page monthly newsletter.
- Developed and maintained the Readiness Management Group website internal and asked external. Insured compliance with the overall direction and objectives for the regional agency web presence.
- Responded to media queries; prepared and sent press for releases; researched/determined and recommended appropriate actions or interpretation of issues. Identified communication needs and directed the development and implementation of programs and processes to meet those needs while synchronizing and integrating communication messages with those from higher headquarters.
- Met with key customers and stakeholders to assess customer satisfaction, explain organization policy and procedures, and resolve problems.
- Ensured that activities and operations complied with legal and regulatory requirements and met customer needs.

February 2005-August 2007

Public Affairs, Shaw Air Force Base, Sumter, SC
(GS-1035-09)

In this position, I was responsible for informing over 5000 airman about departmental, facility, and community activities and news through the internal information program. Specific duties included:

- Directed and instructed 10 personnel assigned to the internal program as reporters, writers, photographers, and graphic artist.
- Trained and prepared leadership for media interviews.
- Provided advice and assistance to chief of public affairs, project officers, and commanders regarding ongoing internal information activities. Planned marketing campaigns.
- Planned, executed, supported, and maintained a marketing strategy to increase awareness and understanding of the wings and the mission by preparing and sending press releases.
- Edited and reviewed illustrations and photographs for new stories, composed and selected the most newsworthy information for publication. Conducted security and policy reviews of all Shaw Air Force Base web-pages, articles, and speeches by Shaw Air Force Base personnel.

TRAINING

- 2022, Managing e-Cornell Diversity and Inclusion Certificate, Cornell University, NY
- 2020, Squadron Commander's Course, Maxwell Air Force Base, AL
- 2016, Assistant professor of Aerospace Studies, Maxwell Air Force Base, AL
- 2016, Executive Business Course for Women in Leadership, Stanford University, CA
- 2015, Risk-based thinking, ISO 9001
- 2014, Project management, Trident Technical College,
- 2010, Microsoft Project 2010, levels one and two – PST, Charleston, SC
- 2013, Lean Six Sigma Greenbelt Certification
- 2011, Squadron Officer School, in correspondence

- 2011, Leadership Challenge One
- 2010, Microsoft office excel, levels 1–4
- International Junior Officer Leadership Development,
- 2011, Reserve component joint officer professional development
- 2010, Junior officer leadership development
- 2003, Public affairs officer qualifying course
- 2003, Officer training school, commissioning source
- 2000, Noncommissioned officer prep course

RESEARCH INTERESTS

Leadership, Middle Management, Process Management: including development of ethical leaders to ensure middle managers can carry out directives, and execute efficiently and effectively, also the use of Process Discovery and Analysis, Process Design and Modeling, Process Implementation, and Process Monitoring and Optimization.

DISSERTATION

Using leader-member exchange theory as a predictor of Master Sergeants Positive work outcomes. Chairman: Robert Doan, Ph.D; Members: Darin Gerdes, Ph.D, and Kari Siko-Walters, Ph.D.

PUBLICATIONS

For Presentation with Darin Gerdes, Ph.D and Maxwell Rollins, Ph.D, “It All Adds Up: How Good Leadership Aligns Practically, Theoretically, and Theologically,” Christian Business Faculty Association.