

CURRICULUM VITAE

NAME AND DATE OF BIRTH	Vanda Levy-McMillan, July 30, 1959
DEPARTMENT/UNIT/SECTION	Mona School of Business and Management (MSBM) (Formerly Mona School of Business, MSB)
FACULTY/DIVISION	Faculty of Social Sciences
POSITION	Programme Coordinator (December 1996 to April 2008) Promoted to Programmes Officer May 1, 2008 Promoted to Teaching Fellow and Academic Counsellor April 1, 2011
GENERAL AREA OF SPECIALISATION	Graduate Programmes Administration Human Resource Development Transformational Leadership Team Building Conflict Resolution Organizational Behaviour
QUALIFICATION & GRANTING INSTITUTION	
2002 - 2004	UNIVERSITY OF THE WEST INDIES, MONA M.Sc., Human Resource Development
1994 - 1999	UNIVERSITY OF THE WEST INDIES, MONA B.Sc. (Honours), Faculty of Social Sciences Major in Psychology, minor in Social Policy and Administration
1989 - 1992	UNIVERSITY OF THE WEST INDIES, MONA Certificate in Public Administration, Faculty of Social Sciences
1979 - 1980	SHAW COLLEGES, Toronto, Ontario, Canada Medical Secretarial Diploma Course. (Honours)

WORK RECORD AT UWI

April 2011 to Present **Teaching Fellow and Academic Counsellor**
(Effective April 1, 2011)

- Lecturing 5 courses per year
- Identification of students having academic problems and intervening early before they reach the point of being asked by the University to withdraw
- Exploration with the students the avenues available to them for overcoming their academic shortcomings and recommending remedial studies/courses or medical intervention as needed
- Up to September 2012, served as Cluster Coordinator for HR-related courses
- Cluster Coordinator for Transformational Leadership and Management courses
- Conducting interviews with applicants
- Conducting exit interviews with graduates

May 2008 to Present **Programmes Officer**
(Effective May 1, 2008)

Additional duties regarding student admissions will include:

- Vetting applications, interviewing applicants and making recommendations regarding student placement, upgrading of matriculation status or rejection
- Counselling individual applicants regarding programme choices, preparatory work etc.
- Liaising with Graduate Studies & Research on matters related to admission requirements, deferrals, regulations etc.
- Supervising clerical/administrative processes related to MSB's role in student admission
- Participating in orientation programme for new students

Additional duties regarding promotional activities will include:

- Assisting with writing and editing promotional material for catalogues, brochures, advertisements and other publications in various media
- Leading the planning of, and preparation for MSB's Annual Open House
- Participating in Open House presentations

Additional duties regarding programme coordination and student services will include:

- Recruiting, training and supervising all Programme Co-ordinators who are senior and other administrative staff, each assigned to the management of an assigned programme
- Supervising preparation of programme time-tables
- Participating in selection of adjunct faculty and allocation of faculty to teach various groups
- Monitoring administrative processes to ensure compliance with University regulations and regulations of the Office of Graduate studies and research

- Designing administrative processes and supervising their implementation to pre-empt and or remedy administrative problems and enhance delivery of services to students
- Providing academic advising and personal counseling to students
- Intervening in problematic situations involving students, faculty or co-ordinators and advising on their resolution
- Leading preparation for and co-ordination of examiners' meetings; monitoring the assessment of student performance and making recommendations / decisions regarding students' status in programmes
- Supervising preparation of submissions to Graduate Studies & Research in regard to all student matters from admission to graduation
- Supervising the internal administration of the on-line student registration system; approving online registration and liaising with Graduate Studies & Research as well as the student Records Unit to ensure smooth implementation of the online registration process
- Determining students' eligibility for graduation and awards
- Supervising preparation for and execution of the School's annual diploma graduation and performance awards ceremony
- Preparing annual report on the academic programmes

December 1996
to April 2008

Programme Coordinator

- Contributed to effective marketing and promotion of MSB's programmes and activities
- Assisted the Executive Director and/or his nominee with planning and organizing activities related to the processing of applications and admission of new students
- Liaised with Graduate Studies & Research and ensured timely scheduling and conduct of orientation activities for new students
- Liaised with the Graduate Studies & Research, the Executive Director and/or his nominee and ensured efficient handling of processes relating to registration of students
- Liaised with the Executive Director and/or his nominee and ensured timely assessment of faculty requirements for designated programmes, identification of appropriate faculty and deployment in accordance with programme requirements
- Consulted with the Executive Director and/or his nominee and determined appropriate contractual arrangements for lecturers, external examiners etc. and saw to the timely preparation and approval of such contracts
- Assisted with timely identification of textbooks and other relevant material as well as timely preparation of course outlines and course materials
- Assisted with the appropriate suppliers and ensured timely ordering and delivery of books, teaching packets, audio-visual and other support material for all courses

- Liaised with the appropriate persons and ensured students' and faculty members' access to on-line support for teaching and learning activities
- Supervised and assisted with preparation of material for classes
- Successfully ensured appropriate deployment of class-rooms in keeping with programme needs and other MSB activities
- Successfully monitored the activities of lecturers and ensured appropriate course delivery and evaluation as well as timely submission of examination papers. Liaised with the Executive Director or his nominee and arranged for approval of examination papers
- Provided material and guidance to faculty members and ensured timely submission of marked course work and examination scripts as well as accurately completed mark sheets and mark schemes
- Liaised with the Finance and Administration staff in the preparation of budgets for designated programmes and for timely implementation of strategies for cost containment. Prepared and maintained up-to-date student data for each assigned cohort of students and provided such data to faculty and the Finance & Administration staff as needed
- Ensured timely and accurate communication between MSB and its students on all matters relevant to the smooth co-ordination of programme activities
- Provided appropriate guidance and information to students and ensured observance of requirements relevant to registration, financial clearance, class attendance and examination processes.
- Monitored the registration status and examination results of students, using the on-Line registration facility; brought to the attention of the Executive Director and/or his nominee, matters that required his /her involvement/approval
- Carefully and accurately checked marked coursework assignments, examination scripts and projects and ensured accuracy in marking and documentation on mark sheets
- Liaised with Graduate Studies and Research in the scheduling of examinations; ensured timely communication with students regarding confirmation of examination dates and collection of examination cards
- Liaised with External Examiners and Graduate Studies and Research and ensured timely dispatch, processing and return of materials to be externally examined
- Successfully ensured accuracy of students' performance throughout the programme and presented same at Board of Graduate Studies meeting at which the External Examiner(s) was present
- Liaised with Graduate Studies & Research to ensure timely submission of the minutes of examiners' meetings, clearance of students for award of degrees and preparation of graduation lists.

November 1995
to November 1996 **Office Administrator**

- Procured and maintained office furniture, equipment and supplies;
- Established effective systems for storage and retrieval of information and stock;
- Maintained accurate inventories of stock and course supplies;
- Supervised ancillary staff;
- Provided administrative assistance to Programme Coordinators with the implementation of academic courses and functions;
- Represented MSB on selected committees of the UWI;
- Planned and coordinated all other MSB ceremonies/events, e.g., luncheons, dinners, graduation ceremonies, etc.

OTHER WORK EXPERIENCE

October 1984 to **REVENUE BOARD, Kingston Mall, Kingston, Jamaica**
October 1995

Property Manager

- Procurement and maintenance of office furniture and equipment;
- Maintenance of vehicles;
- Maintenance of proper inventory systems for office equipment and furniture;
- Preparing budget for equipment, furniture and supplies for inclusion in the Board's Estimates;
- Checking and certifying overtime claims for payment;
- Making all travel arrangements including acquisition and disbursement of foreign exchange;
- Supervising ancillary staff including Attendants, Drivers, as well as the Switchboard Operators and the Office Manager;
- Assisting in recruiting ancillary staff

Administrative Assistant

- Performing responsible administrative and secretarial duties for a Revenue Commissioner.

Confidential Executive Secretary

- Performing all secretarial duties for an Assistant Revenue Commissioner.

Confidential Senior Secretary

- Production, design and formatting of all manuscripts and installing various software packages on the IBM personal computers.
- Training the Board's secretaries in word processing.

January 1983 **CALGARY GENERAL HOSPITAL, Calgary, Alberta, Canada**
to June 1984 **Word Processor**

- Processing patient histories and physicals, discharges, delivery notes, consultations, operative reports and forensic histories.

August 1980 to **VICTORIAN ORDER OF NURSES, Toronto, Ontario, Canada**
December 1982 **Intake Coordinator**

- Taking telephone referrals for service from hospitals, public health departments and the general public within metropolitan Toronto; typing and filing.

CONTRIBUTIONS TO DEPARTMENT

- Developed and coordinated a short course on Business and Social Etiquette
- Developing, coordinating and lecturing part of the Team Building course
- Participation in Orientation Sessions
- Participation in Open House activities
- Participation in MSB Graduation and Awards Ceremony
- Participation in the initial marketing activities associated with MSB, Western Jamaica Campus, UWI
- Ex-officio member of the MSB Alumni Association
- Instituted monthly Programme Coordinators' meeting
- Instituted Application/Information Day
- Member of the Culture Committee (Prior to merger of MSB and DOMS)
- Member of the Change Management Committee (MSBM)
- Member of MSBM's Student Engagement and Enrichment Committee
- Member of the Quality Assurance Committee, MSBM
- Member of the Faculty of Social Science's Improving Student Learning Committee
- Chair of MSBM's Student Engagement and Enrichment Committee

EXTRA DEPARTMENTAL UWI SERVICE

- Participation in Faculty Day
- Participation in Research Day
- Participation in Career Day
- Conducted a workshop for incoming undergraduate students at WJC on "Time Management" (2011)
- Member of the Teaching and Learning Committee, Faculty of Social Sciences (2012 to present)

MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS

- SHRM (Society for Human Resource Management)
- NACADA (The Global Community for Academic Advising)
- HRMAJ (The Human Resource Management Association of Jamaica)
- CODN (Caribbean Organisation Development Network)

PUBLIC SERVICE

- Member of the Student Welfare Committee at St. Andrew High School for Girls (2001 – 2003)
- Rapporteur, Dispute Resolution Foundation Conference (2004)
- Rapporteur, Dispute Resolution Foundation Conference (2009)
- Manager, Senior Squad (Sunshine Girls) and Learning and Development Manager, Jamaica Netball Association (2011 to 2015)
- Conducted a session on “Stress Management” for Jamaica National Building Society’s Call Centre staff (June 2011)
- Conducted Team Building session at the Antioch Assembly church (2012)
- Member of the Jamaica Employers’ Federation (JEF) Convention Programme Committee (2012 to present)
- Member of the Jamaica Employers’ Federation (JEF) Convention Planning Committee (2018 to present)
- Assessor/Accreditation Officer, University Council of Jamaica (2012 to present)
- Member of the University Council of Jamaica’s Business and Management Standards Committee (2015 to present)
- Presented for Career Week at Ardenne Extension High School (2018)
- Conducted a workshop on Emotional Intelligence for Lion’s Club of Mona (January 2021)
- Appointed a member of the Board of Directors for Meadowbrook High School (February 2021)

PAPERS PRESENTED AT CONFERENCES AND SEMINARS

- Robertson-Hickling, Hilary and Levy-McMillan, Vanda, “The Impact of National Culture on Team Work: The Case of Jamaica” (MSMB’s Business and Management Conference, 2015)
- Robertson-Hickling, Hilary and Levy-McMillan, Vanda, “The Road to the World Cup for the Reggae Boys and the Sunshine Girls” (Caribbean Sports Conference, Cave Hill Campus, 2016)

SPECIAL PRESENTATIONS AND INVITED LECTURES

- Presented at a Supervisory Management Workshop for the Human Resource Management Division (HRMD) of the Mona Campus. **“Building and Leading a Team”**, 2015
- Presented at a Supervisory Management Workshop for the Human Resource Management Division (HRMD), of the Mona Campus. **“Delegation & Empowerment”**, 2016, 2017 and 2018

OTHER PROFESSIONAL ACTIVITY AND EXPERIENCE

- External Examiner, University College of the Caribbean (2010 to 2015; 2019 to present)
- Laureate Distinguished Lecture Series, *Competitiveness in Business*, presented by Dr. Bruce Huang, November, 2012

- The University Council of Jamaica, Seminar for Assessors, *The Role of the Assessor in the External Quality Assurance Process*, March, 2013
- Organisation Development and Transformation Conference: Create Profits and Global Synergies, May, 2013 (CODN)
- The University Council of Jamaica, Seminar for Assessors “*Assuring Quality in Programme Outcomes: Imperative for Graduate Effectiveness*”, March 2016
- Served as a Peer Reviewer for the University of Technology’s **Journal of Arts, Science, and Technology (JAST)** 2018
- Served as lead judge for University of Technology’s Caribbean Case Researchers Association (CCRA) Student Case Analysis Competition, February 2020

SPECIAL SKILLS

- Excellent communication, time management and team work;
- Excellent interpersonal skills and conflict management skills;
- Excellent attention to detail and accuracy;
- Customer focus;
- Event planning, organizing/scheduling skills;
- Record management;
- Inventory management
- Excellent knowledge of medical terminology