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EDUCATION

University of Toledo

Ph.D. in Manufacturing Management & Engineering

Dissertation: **A Contingency Model of Web-Based EC Use: A Supply Chain Approach**

Toledo, OH
2007

University of Toledo.

M.Sc. in Manufacturing Management

Thesis: **Study of Advanced Manufacturing Technologies in Developing Countries**

Toledo, OH
2003

Instituto Tecnológico de Costa Rica

B.Sc. in Industrial Engineering

Graduation Project: **Design and Implementation of a Quality Control System**

Costa Rica
1996

ACADEMIC EXPERIENCE

New Mexico State University. College of Business

Associate Professor of Information Systems

Assistant Professor of Information Systems

Las Cruces, NM
2009 –

2003 – 2009

University of Toledo. College of Business Administration

Research and Teaching Assistant

Toledo, OH
1998 –2002

TEACHING EXPERIENCE

New Mexico State University. College of Business

- BCIS 585. Design of Online Business Systems (Graduate Business Elective)
- BCIS 565. Enterprise Systems Development (Graduate Business Elective)
- BCIS 560. Enterprise Resource Planning and Business Processes (Graduate Business Elective)
- BCIS 502. Business Information Systems (Graduate – MBA Core)
- BCIS 485. Enterprise Resource Planning (Undergraduate Business Elective)
- BCIS 495. Enterprise Systems Development (Undergraduate Business Elective)
- BCIS 455. Design of Online Business Systems (Undergraduate IS Elective)
- BCIS 350. Information Systems Analysis and Design (Undergraduate IS Core)
- BCIS 338. Business Information Systems (Undergraduate Business Core)
- BCIS 222. Object Oriented Programming (Undergraduate – IS Core)
- BCIS 122. Introduction to IS Programming (Undergraduate – IS Core)
- BCIS 110. Introduction to CIS (Undergraduate – Business Core)

University of Toledo. College of Business Administration

- ISOM 2070. Application of Statistics in Business Decision Making (Undergraduate – Business core)
- ISOM 6460. Management Information Systems (Graduate – MBA core)
- ISOM 3250. Software Applications in Business (Undergraduate – Business core)
- ISOM 1020. Micro-Computer Applications (Undergraduate – Business Core).

JOURNAL PUBLICATIONS

Davis, J., **Mora-Monge, C. A.**, et al. (2014). Cross-Cultural Influences on E-Value Creation in Supply Chains. Supply Chain Management: an International Journal, 19(2), 187-199.

Gonzalez, M. E., Quesada, G., **Mora-Monge, C. A.** (2012). An International Study on Manufacturing Competitive Priorities. Journal of Management Policy and Practice, 13(3), 116-128.

Kreie, J., Shannon, J. B., **Mora-Monge, C. A.** (2011). An Enterprise System and a Business Simulation Provide Many Opportunities for Interdisciplinary Teaching. Information Systems Education Journal, 9(1), 99-106.

Quesada, G., Gonzalez, M. E., **Mora-Monge, C. A.**, et al. (2011). Quality Practices in Developing Countries: An Empirical Analysis. International Journal of the Academic Business World, 5(1), 71-85.

Mora-Monge, C. A., A. Azadegan, et al. (2010). "Assessing the Impact of Web-Based Electronic Commerce Use on the Organizational Benefits of a firm: An empirical study." Benchmarking: An International Journal **17** (6), 773-790.

Kreie, J., **C. A. Mora-Monge**, et al. (2010). "Going from data to decisions: Preparing students to use enterprise systems." Information Systems Educators Journal **8**(49).

Azadegan, A., B. Ashenbaum, **Mora-Monge, C. A.** (2009). "Purchasing as a boundary-spanning function: effects of communication patterns on organisational permeability." International Journal of Integrated Supply Management **5**(2): 140-157.

Mora-Monge, C. A., et al. (2008). "A Study of AMT in North America: A Comparison Between Developed and Developing Countries." Journal of Manufacturing Technology Management **19**(7): 812-829.

Mora-Monge, C. A., et al. (2007). "Strategic Considerations of Advanced Manufacturing Technologies in two Developing Countries: A Coalignment Analysis." International Journal of Services and Operations Management **3**(4): 444-459.

Mora-Monge, C. A., et al. (2006). "Performance Measurement of AMT: A Cross-Regional study." Benchmarking: An International Journal **13**(1/2): 135-146.

Mora-Monge, C. A., et al. (2006). "Tecnologías avanzadas de manufactura en países en vías de desarrollo: una comparación entre Costa Rica y México." Tecnología en Marcha **19**(4): 3-13.

Gonzalez, M., Quesada, G., **Mora-Monge, C. A.** (2004). Determining the Importance of Supplier Selection Process in Manufacturing: A Study Case. International Journal of Physical Distribution and Logistics Management, 34(6), 492-504

Gonzalez, M., Quesada, G., **Mora-Monge, C. A.** (2004). QFD Strategy House: An Innovative Tool for Linking Marketing and Manufacturing Strategies. Marketing Intelligence and Planning, 22(3), 335-348.

Rao, S.S., **Mora-Monge, C. A.**, et al. (2003). Electronic commerce development in small and medium sized enterprises: A stage model and its implications. Business Process Management Journal, 9(1), 11-32.

SELECTED CONFERENCE PROCEEDINGS / PRESENTATIONS

Mora-Monge, C. A. and J. Kreie (2014). "Empirical Assessment of Reflective Learning in Teaching Enterprise Systems: A Longitudinal Study". **Decision Sciences Institute National Annual Meeting**, Tampa, FL.

Kreie, J., **Mora-Monge, C. A.**, et al. (2013). "Enterprise Systems: A Measure of Student Learning with A Simulation Game". **Information Systems Educators Conference (ISECON)**, San Antonio, TX.

Kreie, J., Shannon, J. and **Mora-Monge, C. A.** (2013). "The Efficacy of Teaching Integrated Business Processes & Enterprise Systems Using Reflective Learning Techniques". **Southwest Decision Sciences Institute Annual Meeting**, Albuquerque, NM.

Mora-Monge, C. A., Kreie, J., et al. (2013). "Assessing Enterprise Systems Knowledge Through a Simulation Game: Preliminary Results of an Empirical Study". **6th Global Supply Chain Management Conference**, Dearborn, MI.

Gonzalez, M., Quesada, G., **Mora-Monge, C. A.**, et al. (2012). "Technology Acceptance Model (TAM) Application to Website Design of Global Sport Organizations". **European Decision Sciences Institute Annual Meeting**, Istanbul, Turkey.

SELECTED CONFERENCE PROCEEDINGS / PRESENTATIONS

Mora-Monge, C. A., et al. (2012). "Exploring the Determinants of Organizational Performance in a Digital World – A Cluster Analysis of U.S. Firms". **Decision Sciences Institute National Annual Meeting**, San Francisco, CA.

Quesada, G., Gonzalez, M., **Mora-Monge, C. A.**, et al. (2012). "Developing Joint Ventures in Curriculum Design: Where Academia, Private Sector and Public Sectors Shake Hands!". **European Decision Sciences Institute Annual Meeting**, Istanbul, Turkey.

Gonzalez, M., Quesada, G., Davis, J. and **Mora-Monge, C. A.** (2011). "Evaluating Website Customer Satisfaction of Sport Management Organizations". **Decision Sciences Institute Annual Meeting**, Boston, MA.

Mora-Monge, C. A., et al. (2011). "Developing Inter-organizational Supply Chain Capabilities in a 'Flat' World: The Moderating Role of National Culture". **Decision Sciences Institute Annual Meeting**, Boston, MA.

Gonzalez, M., Quesada, G. and **Mora-Monge, C. A.** (2010). "Quality Practices in Developing Countries: An Empirical Analysis". **Academic Business World International Conference**, Nashville, TN (**Best Paper Award**).

Quesada, G., Gonzalez, M. and **Mora-Monge, C. A.** (2010). "Greening Supply Chain Management: A Preliminary Report Among Mexican Firms". **Decision Sciences Institute Annual Meeting**, San Diego, CA.

Quesada Pineda, H., **Mora-Monge, C. A.**, et al. (2009). "Evaluation of the Costa Rican Excellence Award for High Quality and Performance". **Decision Sciences Institute Annual Meeting**, New Orleans, LA.

Mora-Monge, C. A., et al. (2008). "An Empirical Investigation of Factors Influencing Web-Based Electronic Commerce Use – A Supply Chain Perspective". **Decision Sciences Institute Annual Meeting**, Baltimore, MD.

Mora-Monge, C. A. and Rao, S. S. (2007). "Does Web-Based Electronic Commerce Use Pays off? An Empirical Investigation". **International Symposium and Workshop on Global Supply Chain, Intermodal Transportation and Logistics**, Toledo, OH.

Mora-Monge, C. A., et al. (2007). "Assessing the Impact of Web-Based Electronic Commerce on the Organizational Benefits of a Firm: An Empirical Study". **Decision Sciences Institute Annual Meeting**, Phoenix, AZ.

Gonzalez, M., Quesada, G., **Mora-Monge, C. A.**, et al. (2006). "Strategic Manufacturing Priorities Among Continents: An Empirical Study". **Decision Sciences Institute Annual Meeting**, San Antonio, TX.

Mora-Monge, C. A. and Rao, S. S. (2006). "Web-Based Electronic Commerce Usage: A Contingency Model of antecedents and outcomes". **Federation of Business Disciplines Annual Meeting**, Oklahoma City, OK.

Mora-Monge, C. A. and Rao, S. S. (2006). "A Model of Web-Based Electronic Commerce Usage - Scale Development and Validation". **Decision Sciences Institute Annual Meeting**, San Antonio, TX.

Quesada-Pineda, H. and **Mora-Monge, C. A.** (2006). "Characterization of Supply Chains in Costa Rica: A New Vision to Face CAFTA". **Decision Sciences Institute Annual Meeting**, San Antonio, TX.

Mora-Monge, C. A. and Rao, S. S. (2005). "A Contingency Model for Business-to-Business Electronic Commerce Usage: Antecedents and Outcomes". **COLLECTeR Annual Meeting**, Sydney, Australia.

Quesada, H., Gazo, R. and **Mora-Monge, C. A.** (2005). "Determining Key Internal Business Processes through Critical Success Factors: A Methodology and Empirical Illustration". **Decision Sciences Institute Annual Meeting**, San Francisco, CA.

Mora-Monge, C. A., et al. (2004). "Coalignment Analysis of the Impact of AMT Investments and Planning on Performance". **Decision Sciences Institute Annual Meeting**, Boston, MA.

Gonzalez, M., Quesada, G. and **Mora-Monge, C. A.** (2003). "Bringing Together Manufacturing and Marketing Strategies: An Alternative Approach". **Decision Sciences Institute Annual Meeting**, Washington, DC.

Gonzalez, M., Quesada, G. and **Mora-Monge, C. A.** (2003). "Systematic Selection of Variables in the Chair Manufacturing Industry". **Decision Sciences Institute Annual Meeting**, Washington, DC.

Mora-Monge, C. A., et al. (2003). "An analysis of Advanced Manufacturing Technology Investment and Implementation Barriers in NAFTA". **Decision Sciences Institute Annual Meeting**, Washington, DC.

SELECTED CONFERENCE PROCEEDINGS / PRESENTATIONS

Gonzalez, M., Quesada, G., **Mora-Monge, C. A.**, et al. (2002). "An Intercontinental Empirical Study on Supplier, Customer and Performance Priorities Considering Market Aims". **AMS Multicultural Marketing Conference**, Valencia, Spain.

Singh, S., **Mora-Monge, C. A.**, et al. (2002). "Improving The Quality Of A Supply Chain Through Integrated Supply Chain Structural Analysis: A Case Study". **Decision Sciences Institute Annual Meeting**, San Diego, CA.

Mora-Monge, C. A. (2001). "Exploring Buyer - Supplier Adoption of B2B E-commerce. An Information Management Perspective". **Midwest Decision Sciences Institute Annual Meeting**, Dearborn, MI.

Mora-Monge, C. A., et al. (2001). "E-Commerce Facilitators and Barriers for Small and Medium Sized Enterprises". **Decision Sciences Institute Annual Meeting**, San Francisco, CA.

Mora-Monge, C. A. and Rao, S. S. (2001). "Planning and Implementation Activities of Advanced Manufacturing Technologies in Australia and Latin America - a Multi-regional Study". **Decision Sciences Institute Annual Meeting**, Chihuahua, Mexico.

Mora-Monge, C. A. and Rao, S. S. (2001). "Planning and Implementation Activities of Advanced Manufacturing Technologies in Mexico". **Midwest Business Administration Association Annual Meeting**, Chicago, IL.

Mora-Monge, C. A., et al. (2000). "Planning and Implementation Activities of Advanced Manufacturing Technologies in North America, Australia and Latin America - a Multi-Regional Study". **Decision Sciences Institute Annual Meeting**, Orlando, FL.

La Tronica, R., **Mora-Monge, C. A.**, et al. (1999). "A Study of Supply Chain Issues in Small Companies in the Toledo Area". **Midwest Business Administration Association Annual Meeting**, Chicago, IL.

Mora-Monge, C. A., et al. (1999). "A Survey on Advanced Manufacturing Technologies - A Preliminary Report". **Decision Sciences Institute Annual Meeting**, New Orleans, LA.

Mora-Monge, C. A. (1998). "Virtual Manufacturing as an Enabler for Concurrent Engineering". **Midwest Business Administration Association Annual Meeting**, Chicago, IL.

RELEVANT CONSULTING EXPERIENCE / GRANTS AWARDED

SAP – ERPSIM Certification Level 1. Universidad de Santo Tomas	Santiago, Chile
Led a training and certification program of over 20 faculty members in the SAP/ERPsim simulation game using SAP ERP	August 2014

SAP – ERPSIM Certification Level 1. Universidad de Madero	Puebla, Mexico
Will lead a training and certification program of over 20 faculty members in the SAP/ERPsim simulation game using SAP ERP	December 2014

National Council on Economic Development	
Developed a Web-Based curriculum for high school Economics education for the State of New Mexico (Grant Co-Pi)	May 2005 – May 2006

New Mexico Public Education Department	
Co-led the development and delivery of a training program for high school teachers on the use of technology to teach Economics principles (Grant Co-Pi)	May 2005 – May 2006

RESEARCH INTERESTS

- Strategic alignment of e-business resources and supply chain practices. Stage: Manuscript in preparation
- Comparative analysis of supply chain integration practices: An international Study. Stage: Data analysis
- Efficacy of Teaching Integrated Business Processes & Enterprise Systems. Stage: Data collection and analysis
- Examining the Assimilation of Electronic Medical Record Systems. Stage: Model development

CONTINUING EDUCATION

- "Business Analytics" and "In-Memory Computing using HANA" at SAP Academic Conference Americas, 2014 (Atlanta, GA)
- "ERP Simulation (ERPsims) Game" at HEC Montreal (**Obtained Level 2 certification**), 2012 (Montreal, Canada)
- "SAP Mobile Platform" and "Business Analytics" at SAP Academic Conference Americas, 2012 (San Antonio, TX)
- "Windows 8 – Visual Studio 2012 Development" organized by Microsoft, 2012 (Tempe, AZ)
- Online Course Improvement Program organized by NMSU's Teaching Academy, 2012 (Las Cruces, NM)
- "Introduction to SAP ERP using Global Bike" at SAP Academic Conference Americas, 2010 (San Diego, CA)
- "ERP Simulation (ERPsims) Game" at SAP Academic Conference Americas, 2009 (**Obtained Level 1 certification**) (Charlotte, NC)
- "Introduction to SAP ERP using Fitter Snacker" at SAP Academic Conference Americas, 2008 (Atlanta, GA)
- Business Intelligence workshop organized by Microsoft, 2008 (Seattle, WA)
- ABAP Programming workshop organized by NMSU, 2006 (Las Cruces, NM)
- Team Mentoring Program organized by NMSU's Teaching Academy, 2005 (Las Cruces, NM)
- WebCT Training workshop organized by NMSU's Teaching Academy, 2004 (Las Cruces, NM)
- "Publish & Flourish: Become a Prolific Scholar" workshop organized by NMSU's Teaching Academy, 2003 (Las Cruces, NM)

PROFESSIONAL SERVICE

Service to the Professional Community

- Guest Editor – Benchmarking: An International Journal (2008)
- Ad hoc reviewer: Benchmarking: An International Journal
- Ad hoc reviewer: Journal of Business Ethics
- Conference Proceedings Editor of the Southwest Decision Sciences Annual Meeting (2007)
- Grant Reviewer – National Council on Economic Education (2007)
- Reviewer for the Decisions Sciences Annual Meeting (1999 –)
- Reviewer for the ColleCTeR Annual Meeting (2005)
- Reviewer for the Southwest Decision Sciences Annual Meeting (2007-2008)

Service to the University (New Mexico State University)

- Faculty Senator (2013 –)
- Faculty Affairs Committee (2013 –)

Service to the College (New Mexico State University – College of Business)

- Faculty Advisor for AITP NMSU Student Chapter (2007 –)
- Graduate Committee (2009 – 2014)
- Student and Retention Committee (2006 – 2008)
- Technology Advisory Committee (2007 –)

PROFESSIONAL EXPERIENCE

General Motors. Power Train Division

Process Engineer

Ypsilanti, MI
May 2000 – August 2000
May 2001 – August 2001

ISONETRIX, Ltd.

Systems Developer

Toledo, OH
May 1999 – August 1999

Groupe Schneider (SQUARE D Parent Company)

Materials Manager

Costa Rica
December 1996 – July 1997

Siemens

Quality Engineer

Costa Rica
May 1996 – November 1996

HONORS AND AWARDS

- Outstanding Junior Faculty Research Award (2007). New Mexico State University
- College of Business Administration Tuition Waiver Scholarship (1997-2002). University of Toledo
- University of Toledo Latino Student Leader Award (2001). University of Toledo

PROFESSIONAL MEMBERSHIPS

Decision Sciences Institute (1999 –)

Institute of Supply Chain Management (2002 –)

IT SKILLS

Programming Language	Java, C++, C#, Visual Basic, ABAP, Web oriented languages (ASP, ASP MVC, PHP, JavaScript)
Database / BI Application	MS-SQL Server, MySQL, Oracle, SAP ERP, SAP BI (Business Explorer, BusinessObjects, Predictive Analysis)
Other	SPSS, AMOS, Lisrel, MS Office

LANGUAGES

Spanish: Native

English: Fluent