

**Carol Chavez**  
Curriculum Vitae  
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## **CURRENT POSITION**

2023 – Present: Associate Director, Master of Science in Supply Chain Management Program

2020 – Present: Associate Director, Supply Chain Outreach and Corporate Engagement,

## **COURSES**

MKT 740: Industry Project. A team-based industry project / capstone course where collaborative teams of MS Supply Chain Management students are paired with a company or organization to solve a supply chain related problem.

MKT 630: Supply Chain Fundamentals and Strategy. This course introduces students to the terminology, concepts, and skills related to supply chain management, with a focus on strategic, relational, and operations issues. It builds critical thinking skills through the application of an 8-week supply chain simulation and case studies.

MKT 634: Quality Management and Lean Operations. This course focuses on the principles, and practices of total quality management (TQM) and lean operations. Topics include process focus, continuous improvement, service quality, customer satisfaction, Toyota Production System, and project management.

MKT 406: Productivity and Quality Management. Beginning with an examination of connections between quality and productivity, this course includes emergent practices for continuous improvement including Kaizen, Six Sigma, customer relationship management, and strategic planning. Redesigned and transitioned this course from a traditional in-person format to a fully online asynchronous delivery in 2024. The redesign involved developing self-paced video modules, interactive discussion boards, and real-time assessments to maintain engagement and learning outcomes.

MKT 303/AN 303: Supply Chain Management. Students will develop an understanding of the complexities associated with the physical movement of goods and information, and how they affect the mission of the firm. Students will develop forecast and inventory management models.

## **SERVICE**

2022 – Present: Lead, Annual Supply Chain Forum Planning Committee. Expanded the forum from a ¼-day to a two-day event, introducing new elements such as facility tours, student mentoring sessions, and a vendor fair in 2025. The forum now attracts 150–200 participants, including industry leaders, and has achieved record sponsorship, supporting scholarships and program growth.

2023 – Present: Sole Admissions Lead, MS-SCM Program. Managed all aspects of admissions, including prospect communication, lead development, and applicant engagement. Developed the MS-SCM Student Handbook and Welcome Package, which became the standard for all professional master's programs at Gatton College.

## **NEWS FEATURES**

Brokamp, Ryan. "Professor Carol Chavez speaks on American logistics faults in Afghanistan withdrawal." Kentucky Kernel, 30 September 2021, [http://www.kykernel.com/news/professor-carol-chavez-speaks-on-american-logistic-faults-in-afghanistan-withdrawal/article\\_1f448822-2228-11ec-a0f2-67b1ace99657.html](http://www.kykernel.com/news/professor-carol-chavez-speaks-on-american-logistic-faults-in-afghanistan-withdrawal/article_1f448822-2228-11ec-a0f2-67b1ace99657.html)

Arsenault, Cassy. "Supply chain issues could snarl holiday shopping, even for local businesses." WKRC, Cincinnati, OH, 19 September 2021, <https://local12.com/news/local/supply-chain-issues-could-snarl-holiday-shopping-even-for-local-businesses-cincinnati>

Aulbach, Lucas. "For Louisville business owners, the broken supply chain delivers nothing but bad news." Courier Journal, Louisville, KY, 25 October 2021, <https://www.courier-journal.com/story/news/local/2021/10/25/louisville-businesses-restaurants-shippers-handle-supply-chain-problems/8522683002/>

Piercy, Lindsey. "Q&A: How to Prepare for a Holiday Shopping Season Unlike Any Other." UKNow, University of Kentucky News, 12 November 2021, <http://uknow.uky.edu/campus-news/qa-how-prepare-holiday-shopping-season-unlike-any-other>

WKYT News Staff. "UK professor says supply chain situation could take two years to fix." WKYT, 19 October 2021, <https://www.wkyt.com/2021/10/19/uk-professor-says-supply-chain-situation-could-take-two-years-fix/>

## **AWARDS AND HONOURS**

2016: Capital One Service Award (\$5000)

2012: Capital One Service Award (\$500)

2006: McKesson Medical-Surgical Division Sales Support Award (\$1000)

2001: McKesson Medical-Surgical Division President's Award (Rolex Watch; Sales Trip)

## **EDUCATION**

1996: Saint Mary's University, San Antonio, TX – Master of Business Administration

1999-2000: University of Maryland University College, College Park, MD – 21 hours upper level accounting courses

1990: VA Tech, Blacksburg, VA - Bachelor of Arts, History

## **NON-ACADEMIC EMPLOYMENT**

2017 – 2020: Indivior, Richmond, VA, Associate Director, Procurement Business Process and Intelligence

2001 – 2017: Capital One, Richmond, VA, Supply Chain Manager, Enterprise Supplier Management, Sourcing Center of Excellence

2000 – 2017: McKesson Medical-Surgical, Richmond, VA, Senior Category Manager, Supplier Management; Operations Project Manager; Senior Business Analyst

2007 – 2010: Virginia Air National Guard, Hampton, VA, Inspector General

2000 – 2007: Virginia Air National Guard, Richmond, VA, Commander, Aircraft Maintenance Operations

1998 – 2000: United States Air Force, Hampton, VA, Senior Logistics Analyst

1997 – 1998: United States Air Force, Republic of Korea, Supply Operations Director

1995 – 1997: United States Air Force, San Antonio, TX, Instructor Supervisor, Supply Officers' Course

1990 – 1995: United States Air Force, Columbus, MS and Lubbock, TX, Supply Operations Manager