Tori Reddy Dodla, Ph.D.

Washington DC Metro Area

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Top Secret Security Clearance | U.S. Citizen

RESEARCH INTERESTS:

- IT Executive Leadership
- Knowledge Discovery and Innovation through Data Mining and AI
- Strategies for Enterprise Systems
- Digitization and Customer Experience
- eGovernment
- Digital and Mobile Platforms

ACADEMIC ACHIEVEMENTS

Doctor of Philosophy
Awarded in 2023

Capitol Technology University, Laurel, Maryland
Major: **Technology**
Dissertation: Navigating the Risks and Maximizing the Rewards of
Knowledge Management Systems: Best Practices and Strategies

Master of Science
Awarded in 2014

University of Arkansas - Little Rock, Little Rock, Arkansas
Major: **Management Information Systems**

Bachelor of Science
Awarded in 2011

University of Central Oklahoma, Edmond, Oklahoma
Major: **Funeral Service**

Quartermaster Basic Officer Leadership Course 2014
Army Sustainment University, Fort Lee, VA

Reserve Officer Training Course 2014
University of Arkansas - Little Rock, Little Rock, Arkansas

ACADEMIC EXPERIENCE

ADJUNCT FACULTY/COURSE DEVELOPER   **10/2024 - Present**
Champlain College, Burlington, VT (online)

AI- Driven Innovation in Enterprise - In this graduate level course, students explore artificial intelligence (AI) through the lens of enterprise innovation, uncovering how AI is reshaping digital modernization. Students will learn how organizations across sectors are harnessing AI to forge customer relations and enhance process efficiency. Students will also engage with case studies that offer insights and strategies to architect an AI-centric business model tailored to an organization's scale, sector, and data governance strengths.

ADJUNCT INSTRUCTOR   **10/2023 - Present**
Trine University, Reston, VA (hybrid)

Advanced Database Management - This graduate level course explores advanced database management topics, including data models, query optimization, transaction management, and distributed databases, with

a focus on practical applications in real-world scenarios. Students will gain expertise in advanced SQL, database security, performance tuning, and emerging database technologies like NoSQL and cloud-based systems.

Object Oriented Programming - This undergraduate course introduces the principles of object-oriented programming (OOP), covering core concepts such as classes, objects, inheritance, polymorphism, and encapsulation. Students will apply these concepts through hands-on coding projects, learning to design and implement efficient, modular software solutions.

TEACHING/RESEARCH ASSISTANT 08/2012- 05/2014
Department of Management, Marketing, and Technology
University of Arkansas Little Rock, Little Rock, AR

Teaching and research assistant for Project Management, Information Systems Management, COBOL (Common Business-Oriented Language), and Object-Oriented Programming courses.

PUBLICATIONS

Book

Dodla, T. R. (2024, June 22). Mastering knowledge management using Microsoft technologies: Secrets to leveraging Microsoft 365 and becoming a knowledge management guru (1st ed., Vol. 1). Apress. https://link.springer.com/book/10.1007/979-8-8688-0372-7

Peer Reviewed Journal Articles

Dodla, T. R., & Jones, L. A. (2023, April 2). Identifying knowledge management strategies for knowledge management systems. *Access to Science, Business, Innovation in the Digital Economy*, 4(2), 261–277. https://doi.org/10.46656/access.2023.4.2(8)

Dodla, T. R., & Jones, L. A. (2023, June 1). Mitigating knowledge management internal and external risk factors: A literature review of best practices. *Scientific Bulletin*, 28(1), 44–54. https://doi.org/10.2478/bsaft-2023-0005

Dodla, T. R., & Jones, L. A. (2023, May). Maximizing the efficiency of knowledge management systems. *International Journal of Economics and Management Engineering*. Retrieved from https://publications.waset.org/10013090/pdf

Book Chapter

Connolly, J., Dooley, A., Dodla, T. R., Boller, M., Rozner, M., McGuire, K., Wheeler, T., Jordan, J., Hammon, J., & Sparling, W. (2024). *Executing excellence: Actionable insights from 10 savvy project managers* (ISBN 9798989241804). https://www.amazon.com/Executing-Excellence-Actionable-Insights-Managers/dp/B0CY9F838G/ref=sr_1_1?crid=1USURS2XWHU6L

Internet Articles

Dodla, T. R., & McFadden, J. (2023). Knowledge management in the era of OpenAI and multi-factor productivity: A catalyst for unlocking revenue potential. *LinkedIn Article*. https://www.linkedin.com/pulse/knowledge-management-era-openai-multi-factor-catalyst-dr-tori-uyz2c/

Dodla, T. R. (2023, October 27). Microsoft 365 as your knowledge tool. *PRwire Center*.
https://prwirecenter.com/djrnl/microsoft-365-as-your-knowledge-tool/188295/27/11/

SPEAKING ENGAGEMENTS

Dodla, T., & Jones, L. (2024, April). Domesticating Cyber Defense. Presented at HammerCon 2024, Laurel, MD.

Dodla, T. (2024, September). Digital Knowledge Management: High-Reliability Organizations. Presented at the Office of the Surgeon General – US Army Medical Command, Falls Church, VA.

Dodla, T. (2024, October). Leadership in Technology. Presented at F.D. Moon Middle School, Oklahoma City, OK.

Dodla, T., Karawani, G., & Ozuzu, C. (2024, November). *Knowledge Journeys and Knowledgebases with Microsoft 365.* To Be Presented at KMWorld Conference, Washington, D.C.

CERTIFICATIONS

- Certified Knowledge Manager
- Microsoft: Power Platform App Developer
- CompTIA Security+
- Project Management Professional, PMI
- Certified Scrum Master
- IT Product Sales Professional
- IT Information Library Foundations (ITILv4)
- Microsoft Certified: Security, Compliance, and Identity Fundamentals

INDUSTRY EXPERIENCE

DIGITAL RESOURCE MANAGEMENT CHIEF (GS-14, Supervisory) 7/2014- Present
Department of Veterans Affairs
Washington, D.C.
- Plan and assign work, set priorities, advise employees on program goals and objectives, and make decisions on work problems presented by subordinates.
- Initiate requests to fill vacancies, approve overtime, and recommend personnel actions such as promotions and reassignments. Conduct interviews for positions, review job descriptions, participate in position management surveys, and manage leave requests and investigations.
- Provide technical guidance and oversight for the CS digital footprint, including SharePoint, Power Platform, Web Services, Knowledge Management Tools, and AI tools.
- Collaborate with agency stakeholders to gather requirements and design innovative SharePoint solutions leveraging the Power Platform.
- Troubleshoot and maintain Internet/Intranet web applications and servers. Monitor health and security, participate in developing technical architecture, research and create scripts/programs, and ensure websites and social media pages remain innovative and secure. Coordinate projects, upgrades, and maintain proficiency with relevant technology and tools.

KNOWLEDGE COLLABORATIVE ENGINEER PRINCIPAL 03/2021- 06/2014
SAIC, Reston, Virginia
Serves as a solution architect for knowledge collaboration and information automation projects for the Department of State - Foreign Operations Division; recommends MS applications, custom solutions, and new technology acquisitions.

- Manage multiple high-complexity efforts and competing priorities, including:
    - A roadmap for a new Crisis Contingency Communications Portal to support nationwide, regional nets.
    - Book applications for Private Mobile Diplomacy appointments.
    - migration strategies to move the department from SharePoint 2016 to Microsoft 365
    - The implementation of knowledge management strategies for each office.
- Communicates regularly with customers, stakeholders, and end users, translating technical concepts to non-technical audiences.
- Serves as primary site collection administrator for Foreign Operations SharePoint sites; oversees compliance and security over sites and individual site administrators (13) who indirectly report.

SENIOR PROGRAM ANALYST   05/2018 – 03/2021
CALIBRE Systems, Alexandria, Virginia
   Contractor for the National Guard Bureau's Army Aviation Department
- Re-designed Aviation Scorecard to transform raw data into aggregate organizational readiness scores.
- Evaluated scorecard and capability metrics for effectiveness and compliance with prescribing directives, regulations, and policies.
- Established communication with stakeholders and unit commanders through quarterly presentations that included ratings and key performance indicators; this influenced Army Aviation Officers or their representatives to make their reports.
- Planned and implemented knowledge and information integration efforts by merging data sets by unit unique identifiers.
- Made recommendations to the Chief of Army Aviation based on analytics and outcomes of performance measures and results.

IT PROJECT MANAGER   10/2017 – 05/2018
University of Arkansas Medical Sciences, Little Rock, Arkansas
   Provided technical leadership to cross-functional and matrix teams, including scope, cost estimation, and budget management for the Clinical Enterprise Systems Department with an annual budget of $3M.
- Supervised script submissions and integrated testing for project optimization; Monitored project activities for targeted milestones in hybrid (agile and waterfall) environment.
- Conducted knowledge management throughout project management phases to include lessons learned and after-action reviews to improve future deliverables.
- Completed the Physician Orders for Life-Sustaining Treatment and Advanced Directive Implementation Project in 4 months with a $1.2 million budget, on time and within budget.
- Led project management efforts, which resulted in UAMS becoming in compliance with Advanced Directive Law.

LOGISTICS MANAGEMENT OFFICER – ACTIVE DUTY   06/2014 – 10/2017
United States Army, 12th Combat Aviation Brigade
Katterbach Kaserne, Ansbach, Bavaria, Germany
- Directed the coordination of sustainment resources and the transportation of personnel and property from home stations in Germany to 13 European countries. Forecasted requirements, budgetary considerations, transportation procedures, and distribution processes with multi-national partners to develop contracts supporting over 20 diverse and culminating exercises.
- Managed the Unit Movement Programs for each company. Trained eight Unit Movement Officers to receive perfect inspection ratings. Planned and conducted a Battalion wide Emergency Deployment Readiness Exercise (EDRE), ensuring the 12th Combat Aviation Brigade could rapidly deploy forces and equipment at no notice.

- Ability to work through ambiguous and open-ended business requirements and priorities and translate the same into a clear roadmap and definition of success.
- Served as Executive Officer, Maintenance Platoon Leader, Unit Movement Officer, and Safety Officer in Echo Forward Support Company. Directed integrated logistical support for assigned program operations, including transportation, facilities, personnel, sustainment, fuel, vehicle maintenance, ammunition, and weapons for 102 Soldiers.

UTILITY EQUIPMENT REPAIR   01/2012 – 06/2014
United States Army Reserve, 489th Engineer Batallion
North Little Rock, Arkansas

FUNERAL DIRECTOR   01/2009- 12/2011
Service Corporation International
Edmond, Oklahoma

VOLUNTEER EXPERIENCE

ADVISORY COUNCIL MEMBER   07/2024 - Present
Harvard Business Review

BOARD MEMBER   11/2023- 01/2024
Pioneer Knowledge Services

ASSOCIATE VICE PRESIDENT FOR MILITARY LIAISONS   01/2020 – 01/2021
Project Management Institute
Washington D.C. Chapter

SPEAKER SELECTION TEAM MEMBER   01/2019- 10/2019
Project Management Institute
Washington D.C. Chapter

AWARDS

- Top Knowledge Management Voice, LinkedIn
- Top IT Management Voice, LinkedIn
- Best Paper Award, ICKMIS 2023: International Conference on Knowledge Management and Information Systems
- PMIWDC Member Spotlight, Project Management Institute, Washington DC Chapter
- Distinguished Military Graduate, Army ROTC, University Arkansas Little Rock