

## Curriculum Vitae

Chris Njunge

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### **EDUCATION**

#### **PhD in Information Systems – Expected 2017**

Claremont Graduate University

Graduate student engaged in research, learning and development of applications.

- Completed courses in research methods, mobile application development, python and iterative software development.
- Developed a mobile application that enables delivery of a survey that aims at enable healthcare rating via SMS for women in developing countries.

#### **Stanford Continuing Studies Program – Spring 2013**

- Leading with Business Intelligence, a ten-week course in BI with presentations by top industry experts

#### **The Modeling Institute – Summer 2011**

- Predictive Analytics course in data mining and data driven strategy

#### **Master of Science in Information Systems and Technology (MSIST) – 2010**

California Lutheran University

Best Oral Presentation at CLU Festival of Scholars 2011 – Presented on Internet Banking and managing Failed Customer Interactions.

Best Paper at CLU Festival of Scholars 2010 – Presented on M-Pesa an emerging technology in Payments.

Spoke at the Association for Information Systems Student Chapter Conference in Atlanta, GA Fall, 2010.

President CLU Management of Information Systems Student Chapter, Fall 2010

#### **Master in Business Administration (MBA) – 2005**

California State University Northridge

### **Initiatives**

- Chair of Budgetary Review Committee for CSUN Student Union - Spring 2004 – Analyzed and passed \$4M budget, and recommended new operations policies for adoption
- Student Consultant, CSUN Fall 2004 – created a marketing plan for North Valley Chamber of Commerce after successful analysis and segmenting of the market

#### **Bachelor of Education in Business Studies and Economics (Honors) – 1998**

Catholic University, EA, Nairobi, Kenya

## ○ PUBLICATIONS

- Mugambi A., Njunge C., Yang S.C. (June, 2014) Mobile Money Benefits and Usage: The Case of M-Pesa, IT Professional (16) 3, pp. 16-21.
- Njunge, C., and Witman, P. (October 8, 2010) *Launching a New Chapter – Gaining Critical Mass, Gathering Critical Input*. Invited presentation to the Association for Information Systems Student Chapters Conference, Atlanta, GA.
- Witman, P., and Njunge, C. (November, 2015) *Service Outsourcing Handoff Run Amok - A Black Box Case Study from the Insurance Industry*. Presented at the EdSigCon 2015, Wilmington, NC.
- Witman, P. and Njunge, C. (March, 2016). *Black Box Thinking: Analysis of a Service Outsourcing Case in Insurance*. Information Systems Education Journal (ISEDJ), Volume 14, Issue 2.
- Witman, P., Ilie, V., Njunge, C., et al. (August 12, 2016) *Social Inclusion across Information Systems Specializations*. The symposium brought together 25 researchers to discuss issues of how information systems could promote improved social inclusion across socio-economic, gender, race, ethnicity, age, sexual orientation, technical capabilities, and other social divides. Held at the Americas Conference on Information Systems, San Diego, CA, August 12, 2016.
- Witman, P., and Njunge, C. (August, 2017) *Professional Development Symposia Co-chairs*. Served as reviewers of and coordinators for the Professional Development Symposia for the Americas Conference on Information Systems, Boston, MA.

## EXPERIENCE

### **California Lutheran University, CA 08/17 – Current**

#### **Visiting Instructor – Business**

Fall 2017 – Teaching International Business Behavior and Information Systems and Technology

### **California Lutheran University, CA 06/15 – 05/17**

#### **Adjunct Faculty Member – Information Systems and Technology**

Spring 2017 – Taught International Business Behavior

Taught several courses at Undergraduate and Graduate level, including:

International Business – Undergraduate

Information Systems and Technology – Graduate and Undergraduate Emerging Technologies – Graduate

Agile Software Development – Graduate

Information Security – Graduate (co-taught)

### **California State University – Channel Islands, CA 04/16 – 08/17**

#### **Adjunct Faculty Member – Information Systems and Technology**

Summer 2017 – Taught MBA course, The Contemporary Firm

Spring 2017 – Taught MBA course, The Contemporary Firm

Spring 2016 – Taught MBA course, The Contemporary Firm

### **Digital Insight Corporation, Westlake Village, CA 08/13 – 11/14**

#### **Sr. Business Analyst – Data Center Operations**

Lead cross function teams in designing, building and deploying systems that track customer experience.

Lead requirements gathering and testing of monitoring systems.

Manage implementation of new reporting and analysis systems and processes.

### **Intuit Financial Services, Westlake Village, CA 03/08 – 08/13**

#### **Sr. Business Analyst – Data Center Operations**

Automate processes and metric reporting to support communication to senior management.

Provide subject matter expertise regarding Data Center Operations, monitoring and customer experience.

Rapidly develop applications to address critical issues involving risk and gaps in business processes.

**Countrywide Financial Corporation, Simi Valley, CA 05/07 – 02/08**

**Assistant Manager – Investor Asset Management**

Provided direction to PMO resources assigned to the department for various projects. Managed projects across the four departments supported. Identified opportunities for process improvement and implemented systems and process to improve them. Streamlined data integrity operations, and improved management decisions.

**Countrywide Financial Corporation, Simi Valley, CA 08/06 – 05/07**

**Business Systems Analyst – Investor Asset Management**

Created systems and procedures to enhance quality of data reported to investors. Improved department processes to facilitate transition to robust technology solutions and created efficiencies in the process to increase accuracy and timeliness of reporting to investors.

**Countrywide Financial Corporation, Simi Valley, CA 02/06 – 07/06**

**Business Analyst – DMS Project Management Office**

Created databases and reports from Web based Project Management and Time tracking application. Researched, analyzed and reported project status and resource utilization to PMO management, project managers, and business clients.

**Countrywide Financial Corporation, Simi Valley, CA 01/05 – 01/06**

**Business Analyst – Investor Certification**

Created workflows, databases and reports capturing the department inventory, employee production and productivity. Created a capacity model showing the rate at which production reduced inventory and forecasting headcount required to deplete inventory.

**California State University Northridge - USU, Northridge, CA 10/03 – 12/04**

**Graduate Assistant Accounts Receivable (Concurrent with MBA) – USU Meeting Services**

Created queries and reports on resource scheduling and utilization. Reconciled accounts receivable reported with reports from the Accounting department's accounts receivable generated from Peoplesoft

**PPI Industrial Corp. - Sun Valley, 07/02 – 10/03**

**Operations Intern and Special Projects (Concurrent with MBA)**

**St. Lucie High School – Nairobi, Kenya, 08/98 – 09/01**

**Accounting and Business Studies Teacher**

- Developed Business Studies Curriculum in preparation for international Cambridge exam
- Facilitated trips to South Africa covering various economic, geographic and historical issues