



JOSEPH CILLI

DEPARTMENT CHAIRPERSON,
DIRECTOR, DISTANCE LEARNING


Summary


A results driven, self-motivated information technology leader with 24+ years' experience in a multitude of disciplines, including but not limited to, decision making, problem solving, and implementation of new programs, as well as, authoring policies and procedures relating to information systems to ensure a quality culture. An experienced business professional, seasoned in strategic planning and fiscal responsibility. Exceptional experience in online education and education technology. Focused on curriculum design, assessment, and student engagement.

Skills

- Proven track record of leadership, team building, technical knowledge & service.
- Systems integration / administration and application implementation.
- Financial management.
- Digital media.
- Data Analytics.
- Education technology.
- Curriculum & instructional design.

Contact

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PROFESSIONAL EXPERIENCE

Department Chairperson

*Chaplin School of Hospitality & Tourism Management
Florida International University - North Miami, FL*

2019 - Present

- ◆ Evaluating Teaching Project Steering Committee
- ◆ Chair's Advisory Council Steering Committee
- ◆ Developed new faculty evaluation criteria
- ◆ COACHE Steering Committee
- ◆ Administration Bargaining Team Member
- ◆ CHAAT Accreditation Team
- ◆ Academic Continuity Designee
- ◆ Global Sustainable Tourism undergraduate degree design & proposal
- ◆ SPOTS Review Committee

2010 - Present

Director, Distance Learning

*Chaplin School of Hospitality & Tourism Management
Florida International University - North Miami, FL*

- ◆ Curriculum design for multiple learning styles
- ◆ Online program development & engagement
- ◆ Design of 1 credit POD (Program on Demand) structure
- ◆ Assessment design via gaming theory and active learning
- ◆ Created professional development & faculty training learning modules
- ◆ Created electronic model for building course material
- ◆ Created electronic syllabus builder
- ◆ Course/Program rubric design
- ◆ Developed online course standards
- ◆ Electronic documentation for accreditation
- ◆ Cross-discipline collaboration to design online simulations
- ◆ Developed & maintained annual budgets for multiple programs
- ◆ Integrated electronic academic diaries across curriculum
- ◆ Pre & post video production
- ◆ School liaison for online education
- ◆ Faculty Senate Online Committee, chairperson (2016-present)
- ◆ Faculty Senate Technology Committee, representative (2011-present)
- ◆ Quality Matters liaison & hybrid training coordinator
- ◆ Florida Faculty Development Consortium representative
- ◆ Define online course scheduling modules
- ◆ Academic advising for graduate online students
- ◆ Working knowledge of Tableau data visualization & analytics front-end
- ◆ Online Learning Consortium (formerly Sloan-C) representative
- ◆ Designed online continuing education platform (WordPress)
- ◆ Extensive experience on Blackboard front-end applications and administration
- ◆ Experienced in Desire2Learn, Webct, Moodle, Canvas, WPLMS
- ◆ Implementation of synchronous courses streamed to China
- ◆ Ranked #1, The 20 Best Online Hospitality Management Programs – www.bestcolleges.com (2016, 2017, 2018, 2019 & 2020)
- ◆ Ranked #2, 25 Best Online Bachelor's in Hospitality Management for 2017 – www.collegechoice.net
- ◆ Ranked #2, Complete Guide to Top Online Hospitality Management for 2016 – www.guidetoonlineschools.com
- ◆ Ranked #3, Best Online Master's in Hospitality Management for 2018 - www.collegechoice.net

Associate Teaching Professor

*Chaplin School of Hospitality & Tourism Management
Florida International University - North Miami, FL*

2009 - Present

- ◆ FIU Top Scholar for Teaching and Mentoring, Student Learning and Success, 2018
- ◆ Developed curriculum for Hospitality Technology Innovation
- ◆ Developed curriculum for Digital Marketing for Hospitality
- ◆ Developed curriculum for Proximity Marketing POD
- ◆ Administered examinations to test and track teaching methods

Director, Information Technology

*Chaplin School of Hospitality & Tourism Management
Florida International University - North Miami, FL*

2003 - 2009

- ◆ Designed and implemented network infrastructure
- ◆ Designed network infrastructure of Tianjin, China Center
- ◆ Manage staffing and budget of multiple departments
- ◆ Authored usage policies and procedures for all technology
- ◆ Authored hurricane preparedness policies and procedures
- ◆ Designed an online document compliance system for S.A.C.S.
- ◆ Designed and implemented school-wide P.O.E. wireless network
- ◆ Designed e-classrooms (RFP to completion) for online learning
- ◆ Interact with all third-party vendors related to I.T. projects
- ◆ Designed and implemented digital signage
- ◆ Manage and maintain all technical and audio-visual aspects of the Kovens Conference Center
- ◆ Implemented PMS system, POS system
- ◆ Developed multimedia for Distance Learning Program
- ◆ Creation and remote support of online systems for the South Beach Wine & Food Festival
- ◆ Interacted with both support staff and students to educate and troubleshoot
- ◆ Responsible for the College of Business and the School Hospitality Management computer operations
- ◆ Member of the I.T. Faculty Senate Committee
- ◆ Member of the I.T. Administrator Committee
- ◆ Member of the I.T. Website Sub-Committee
- ◆ Member of the I.T. Border Security Sub-Committee
- ◆ Designed and implemented an online wine tasting evaluation system
- ◆ Designed and implemented school-wide Active Directory and user policies

Corporate Director, Information Services

American Welding Society - Miami, FL

1996 - 2003

- ◆ Maintain SCO 5 Server
- ◆ Designed and maintain Appletalk network for Mac fileshare
- ◆ Troubleshoot daily problems with Mac's, PC's, Windows terminals(WYSE)
- ◆ Setup & maintained Windd (Windows NT Server for Dumb Terminals)
- ◆ Implemented fiber-optic gigabit network backbone increasing network speed tenfold
- ◆ Implemented Citrix server-based network to maintain security and ease of management
- ◆ Original designer of www.aws.org in 1996 providing a global gateway to the organization
- ◆ Designed first IP network interspersed with Appletalk and Novell and provided email access
- ◆ Designed and managed webmail.aws.org (secure site) to provide remote access to MS-Exchange
- ◆ Implemented procedures for ISO 9001 certification
- ◆ Served as primary witness, as well as, prepared documents for plaintiffs litigation
- ◆ Maintained procedures for redundant data backup (tape, online, offsite tape and offsite electronic transfer)
- ◆ Implemented email spam filter in an effort to cut unsolicited email traffic
- ◆ All audio/visual technology associated with event planning

Consultant Services**2004 - 2006***Tech Optics, Inc. - Miami, FL*

- ◆ Designed and maintained client/server architecture to support business applications
- ◆ Implemented data backup policy and procedure
- ◆ Implemented centralized antivirus solution
- ◆ Implemented and maintained EDI solution to meet vendor requirements

Consultant Services**2004 - 2005***J.P. Mulligan's – Pembroke Pines, FL*

- ◆ Technical Advisor, including re-implementation of HSI restaurant management system, as well as, restaurant design with respect to computer systems
- ◆ Implemented 24/7 runtime solution

EDUCATION**Doctor of Philosophy-Candidate, Computer Science****2005-2016***Florida International University - Miami, FL**A Personalized Semantic Recommender Using Inference Star Ratings***Master of Science, Computer Science****1995***University of Miami – Coral Gables, FL***Bachelor of Business Administration, Marketing****1994***University of Miami – Coral Gables, FL***E-Learning and Online Teaching Graduate Certificate****2012***University of Wisconsin-Stout – Menomonie, WI***SEMINARS**

- ◆ Session Speaker: Gadgets Gizmos and Guests – Best Practices in Hotel Technology, CHTA CHIEF 2016 Conference, El Conquistador, Fajardo, P.R., October 2016.
- ◆ Panel Speaker: Innovative Ways to Teach Online, 2015 FIU Online Conference, Trump National Doral, Miami, FL., April 2015.
- ◆ Panel Speaker: 2.0 Faculty Panel, 2.0 Tomorrow, FIU Stadium Club, Miami, FL., October 2014.
- ◆ Seminar Speaker: "I.T. Infrastructure, Security and Disaster Recovery" HFTP, The Biltmore Hotel, Coral Gables, FL., May 2008.
- ◆ Guest Speaker: "E-Commerce Marketing" HostingCon 2005, Hyatt Regency O'Hare, Rosemont, IL., June 2005.
- ◆ Panel Speaker: "Internet Marketing" AWS Convention, McCormick Place, Chicago, IL., March 2002.
- ◆ Seminar Speaker: "Efficient Web Strategies" Open Source America, Wyndham Miami Airport Hotel, Miami, FL., March 2002.
- ◆ Seminar Speaker: "Emerging Technologies" AWS Convention, I-X Center, Cleveland, OH., May 2001.
- ◆ Seminar Speaker: "Email Security" AWS Convention, Cervantes Convention Center, St. Louis, MO., April 1999.

PUBLICATIONS

Virtual Restaurants and Ghost Kitchens: A New Opportunity. Kramer, Samantha; Cilli, Joseph; Cain, Lisa (2021). 6th Annual ICRIE-SECSA Virtual Conference, Feb. 26, 2021.

Evaluation Criteria for Self-Management in DBMSs. Barreto, Armando; Wongsaroj, Ben; M. King, Tariq; Cameron, Tuan; V. Diaz, Suzette; Cilli, Joseph; Muqueet, Abdul; D. Bullard, Sean; Adjouadi, Malek; Wolfson, Ouri; Graham, Scott; Rishe, N. (2007). International Conference on Enterprise Information Systems and Web Technologies 2007, EISWT 2007. 14-20.

COMPUTER SKILLS

Crestron Programing	MySQL
Star Fish	Wordpress
Tableau	Blackboard
Qualtrics	Moodle
ePortfolio (Simplicity)	Canvas
Synology	D2L
Drobo	WPLMS
Simulation & gaming design	Sun Solaris
Adobe Creative Cloud	Mandrake Linux
MS Office	Ubuntu
Word Perfect Suite	Citrix, Windd (thin client)
TCP/IP	SQL
NFS, Samba	UNIX
Video production	HTML, HTML5
DNS	RAID
Data backup & security	Cat-3-8 cabling
Remote storage & networking (VPN)	Microwave networking
Java	Fiber networking
Desktop Publishing	Basic
Peoplesoft Applications	ASP
Oracle Applications	Centralized policies

COMMUNITY SERVICE

- ◆ P.T.S.A. member – Pines Charter
- ◆ American Red Cross – CPR/AED certified, Hurricane Relief
- ◆ Founding member of South Florida Umpire Association
- ◆ Photographer & Yearbook creator – Pines Charter
- ◆ Executive Committee member – Howard Palmetto Baseball/Softball Association
- ◆ Rules Committee Chairman – Howard Palmetto Baseball/Softball Association
- ◆ Website creator – Saint James Church
- ◆ American Amateur Baseball Congress (AABC) Certified Umpire
- ◆ National Youth Sports Coaches Association (NAYS) Certified Coach

REFERENCES

- ◆ **Diann Newman**, Vice Dean, Florida International University, Chaplin School of Hospitality & Tourism Management, North Miami, Florida – 305.919.4521
- ◆ **Randall Upchurch**, Director, Florida Gulf Coast University, Fort Myers, Florida, 239.590.7318
- ◆ **Joseph Riquelme**, Vice Provost, Chief Online Officer, American University, Washington, DC – 202.885.2127
- ◆ **Jack McLaughlin**, Deputy Executive Director (Retired), American Welding Society, Miami, Florida – 305.775.0760
- ◆ **Mohammad Qureshi**, Associate Dean, Florida International University, Chaplin School of Hospitality & Tourism Management, North Miami, Florida – 305.919.4563
- ◆ **Laura Dinehart**, Executive Director, Florida International University, School of Education and Human Development, Miami, Florida – 305.348.3790
- ◆ **Steven Moll**, Former Vice Provost, Florida International University, North Miami, Florida – 305.919.4502