

CURRICULUM VITAE

ADJUNCT NAME: Rhonda Wilkinson-Jaynes

POSITION/TITLE: Adjunct Instructor, Negotiation & Conflict Resolution

OFFICE ADDRESS: 7300 University Hills Blvd, Dallas, TX 75241

OFFICE TELEPHONE: N/A

WORK EMAIL: Rhonda.Wilkinson-Jaynes@untDallas.edu

EDUCATIONAL BACKGROUND / TRAINING

- Master of Science, Human Relations and Business – Amberton University, Garland, TX (2008)
 - Bachelor of Science, Management Information Systems – University of Texas at Arlington, Arlington, TX (1996)
 - Certified Lean Specialist Digital Credential – AIGPE (March 30, 2025)
 - Lean Six Sigma Yellow Belt Certification – AIGPE (January 2024)
 - Prosci Change Management Certification – Prosci (2019)
 - Professional in Human Resources (PHR) – HR Certification Institute (2010–Present)
 - SHRM Certified Professional (SHRM-CP) – Society for Human Resource Management (2015–2018)
 - Korn Ferry Assessment of Leadership Potential (KFALP) – Korn Ferry (2016)
 - 40-Hour Mediation Training – Federal Mediation & Conciliation Service (delivered through AAFES), Dallas, TX (2008)
-

RELEVANT TEACHING EXPERIENCE

University of North Texas at Dallas – Dallas, TX

Adjunct Instructor, Negotiation & Conflict Resolution (2009–Present)

Professional Teaching & Facilitation (Selected)

- **GM Financial – Fort Worth, TX (2015–Present)**
Designed and facilitated enterprise learning programs including Agile Transformation, GitHub Copilot/GenAI adoption, OCM frameworks, and leadership/talent development.

- **Army & Air Force Exchange Service (AAFES) – Dallas, TX (2006–2010)**

Managed instructional design team delivering leadership and performance management training to mid- and senior-level leaders across global operations.

ACADEMIC SCHOLARSHIP / RESEARCH / CREATIVE ENDEAVORS

- **Curriculum Innovation:** Developed and delivered online Negotiation & Conflict Resolution courses at UNT Dallas, integrating practical workplace applications.
- **Mediation Practice:** Conducted workplace mediation for Equal Employment Opportunity & Diversity Office (2008–2010), achieving a 100% case resolution rate.
- **STEM Practicum Program:** Designed and scaled a 3-year IT High School STEM Practicum, achieving a 71% increase in student participation and 57% conversion to internships. Program recognized with the **ATD Dallas AXIS Award (2023) for Career & Leadership Development**.
- **Codestart Training (Mexico, 2025):** Designed and delivered early career development curriculum for emerging technology professionals in an international context.
- **Diversity & Leadership Initiatives:** Chaired Diversity Special Focus Education Committee (AAFES, 2009–2011), creating educational programming that drove a 33% increase in veteran hires.