

NICOLE ANTOINETTE SMITH

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Catalyst for change—an educator, consultant, and social entrepreneur dedicated to unlocking potential in people, businesses, and communities, with over 34 years of experience in higher education and management consulting, integrating creativity, leadership, and innovation into teaching, program development, and international collaborations.

EDUCATION

Ph.D. (*Candidate*), Creative Leadership for Innovation & Change – University of the Virgin Islands

M.S., Computer Information Systems – Missouri State University

B.B.A., Management Information Systems & Marketing – Ohio University

HIGHER EDUCATION EXPERIENCE

Ohio University – Athens, OH

Associate Professor of Instruction, College of Business (2017 – present)

- Teach Data Analytics, Information Systems, and Project Management
- Employ experiential, team-based, and flipped learning approaches in curriculum design
- Designed a course in creative activity under the University College

University of the Virgin Islands – St. Thomas, USVI

Adjunct Faculty, College of Business (2019 – present)

- Design and teach undergraduate and graduate courses
- Led curriculum redesign to align with MSCHE standards and Bloom's Taxonomy

Keller Graduate School of Management, DeVry University – Decatur, GA

Adjunct Professor, College of Business (2010 – 2014)

Taught graduate-level Information Systems courses, integrating real-world applications.

CONSULTING EXPERIENCE

Georgia Institute of Technology (2015 – 2016)

Responsible for designing and facilitating the assessment methodology to recommend the strategic technology plan to support the library's operating model renovation.

ACI Worldwide (2013 – 2015)

Managed multi-million-dollar projects for Fortune 500 clients in 5+ countries

PeopleSoft (1999 – 2000)

Managed small to medium projects and teams to satisfy the expectations for the client solution.

Kraft Foods (1996 – 1999)

Managed small to medium projects and teams to satisfy the expectations of internal stakeholders.

Ernst & Young (1992 – 1996)

Designed and managed client solutions in IT strategy and process improvement

EXECUTIVE MANAGEMENT EXPERIENCE

Nicole Antoinette Consulting (2003–present) – Principal Consultant

- Lead consulting engagements in project management, data strategy, and workforce development
- Managed national-scale workforce and technology projects with measurable impact

Harland Clarke (2003–2007) – Senior Director, Software Quality Assurance

- Directed 35-member IT team, \$2.5M budget
- Implemented enterprise-wide QA processes still in use today

Compass Technologies (2011–2012) – Senior Director, Project Management Office (PMO)

Directed the PMO of 10 employees overseeing SaaS implementations

Click Tactics (2001–2003) – Vice President, Software Quality Assurance

Defined the strategic vision and deployment of quality processes and standards for an e-commerce direct marketing software company.

INTERNATIONAL & CROSS-CULTURAL ENGAGEMENT

Imbeleko Academy (*Durban, South Africa*): Collaborated on college recruiting as a pathway to Ohio University in the USA from South Africa.

University of KwaZulu-Natal (UKZN) (*Durban, South Africa*): Lectured to over 300 students in two entrepreneurship classes to teach creative problem solving, and led a workshop on *Turning Talent into Profit* in one entrepreneurship class and a community organization (SWEEP).

Mangosuthu University of Technology (MUT) (*Durban, South Africa*): Lectured to 35 academics to teach creative problem solving, combined with a workshop on *Turning Talent into Profit*.

Ohio University Global Consulting Program (GCP) (*Dijon, France, and Thessaloniki, Greece*): Directed consulting teams in France during the summer of 2019, 2022, 2023, 2024, and in Greece during the summer of 2025 to analyze and solve a business challenge or opportunity.

University of the Virgin Islands (*St. Thomas, USVI*): Expanded online teaching and curriculum development for Caribbean students.

Ohio International Consulting Program (OICP): Directed consulting teams partnered with an international company to analyze and solve a business challenge or opportunity.

Sogeti Experience: Provided consulting training to new hires from the Netherlands as part of onboarding into consultancy at the company.

Latin America Institute of Business (LAIQB): Teach project management to visiting international students from Brazil.

Vital Voices Global Ambassadors Program (GAP): Served as a Global Ambassador mentor, along with nine other women executives, for ten women executives from ten countries.

COURSES TAUGHT

Ohio University

MIS 2020 – Business Information Systems
 MIS 2200 – Systems Analysis and Design
 QBA 1720 – Business Analytics I
 QBA 2720 – Business Analytics II
 UC 1900 – Learning Community Seminar

University of the Virgin Islands

CIS 2100 – Management of Information Systems
 IST 5150 – Management of Information Systems
 IST 5450 – Emerging Technologies
 DSC 6450 – Project Management

DeVry University

SEC 573 – E-Business Security
 MIS 535 – Managerial Applications of Information Technology
 MIS 581 – Systems Analysis, Planning, and Control
 MIS 582 – Database Concepts
 MIS 600 – Information Systems Capstone

COURSES DESIGNED

Ohio University

XLRN 3912 – Creative Activity through Experiential Learning

University of the Virgin Islands

IST 5150 – Management of Information Systems
 IST 5450 – Emerging Technologies
 DSC 4500 – Project Management
 DSC 6450 – Project Management

PROFESSIONAL CERTIFICATIONS

FourSight® Certified Facilitator – Creative Problem Solving (Issued Jul 2024)
 Mental Health First Aid – National Council for Mental Wellbeing (Issued Feb 2023)
 Effective Teaching Practices – Association of College and University Educators (Issued Dec 2020)

BUSINESS CERTIFICATIONS

Minority Business Enterprise (MBE) – State of Ohio
 Encouraging Diversity, Growth, and Equity (EDGE) Certification – State of Ohio
 Women Business Enterprise (WBE) – State of Ohio

GRANTS, FUNDED PROJECTS & CAPACITY BUILDING

\$25M CARES Act Project Manager (COVID-SB.org): Led Content Management System (CMS) and Learning Management System (LMS) platform development for Small Business Administration (SBA) resource partners.

eleV8T Workforce Development Program: Designed and implemented an 8-step model workforce development & training program for H3 (high-skill, high-wage, high-demand) careers.

Georgia Tech Library Transformation: Led technology strategy and service model redesign.

PUBLICATIONS

6 Leadership Qualities Displayed by Women World Leaders During COVID-19. (2020, July 23). Swaay.com.
<https://swaay.com/global-women-leaders-covid-19>

7 tips for women determined to become a CEO. (2019, July 11). Theladders.com.
<https://www.theladders.com/career-advice/7-tips-for-women-determined-to-become-a-ceo>

Antoinette, N. (2016). *Christmas reindeer food*. Nicole Antoinette Publishing.

Antoinette, N. (2018). *Christmas reindeer food mishap*. Nicole Antoinette Publishing.

Antoinette, N. (2019). *Percance en la Cena de Navidad de los Renos* (M. C. Tellez, Trans.). Nicole Antoinette Publishing.

Antoinette, N. (2021). *Los Renos y la Cena de Navidad*. Nicole Antoinette Publishing.

Antoinette, N., & Cox-Cordova, J. (2012). *Getting beyond the day: your guide to surviving a job layoff*.
Getting Beyond the Day.

Antoinette, N., & Rochelle, A. (2013). *How to market your book free*. Write Image.

Ayers, R. (2020, January 31). *How women-owned businesses can use social media marketing*.
Business.com. <https://www.business.com/articles/women-owned-businesses-social-media-marketing/?fbclid=IwAR114Cb26un0XrFxCVZchLCu9mYRom7lw0ZQYJPKZ9d8HxXw-%20Imc36dS0U>

How do I unpack 50 years of being an African American woman in America? (2020, June 16). Swaay.
<https://swaay.com/unpack-feelings-african-american-microaggressions>

How will minority businesses fare post-COVID? (2021, March 16). Business Partner Magazine.
<https://businesspartnermagazine.com/how-will-minority-businesses-fare-post-covid/>

Hudak, T. L. (2025). *Sports legends of Cleveland: The story of the greatest athletes and teams of Cleveland's senate athletic league*. Nicole Antoinette Publishing.

Smith, N. (2005). *Box of Chocolates*. AuthorHouse.

Smith, N. (2006). *Box of chocolates for teens*. AuthorHouse.

Smith, N. (2009a). *Building blocks for effective software testing: A practical approach to planning and execution*. Faith Books & More Publishing.

Smith, N. (2009b). *The executive's guide to cost optimization*. Faith Books & More Publishing.

Smith, N. A. (2021, April 16). *Communicating remotely without micromanaging or "death by meeting."*
Training: Training Magazine. <https://trainingmag.com/communicating-remotely-without-micromanaging-or-death-by-meeting/>

The real reasons why people continue to mistrust female leaders. (2021, March 17). Swaay.
<https://swaay.com/the-real-reasons-why-people-continue-to-mistrust-female-leaders>

To address the gender pay gap, look at the numbers. (2019, July 1). Recruiter.com.
https://www.recruiter.com/recruiting/to-address-the-gender-pay-gap-look-at-the-numbers/?fbclid=IwAR3Z3MS26lzK3O5sEy3PbwwY0FnaPrRSc_fd8nqKmJjZMnIFwOzyF4Au8G8

What Papa John's can teach all businesses about marketing & leadership. (2018, October 9). Smartbrief.com. <https://www.smartbrief.com/original/what-papa-johns-can-teach-all-businesses-about-marketing-leadership>

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SPEAKING ENGAGEMENTS

Women Economic Empowerment Programme (SWEEP) Workshop Facilitator on August 2, 2025, in Durban, South Africa

Topic: ENSPIRE'D Talks: Turning Talent into Profit

Imbeleko Academy Guest Speaker on August 1, 2025, in Durban, South Africa

Topic: Charting Global Pathways: From Rural Roots to Global Classrooms

University of KwaZulu-Natal (UKZN) Workshop Facilitator on July 31, 2025, in Durban, South Africa

Topic: Turning Talent into Profit

University of KwaZulu-Natal (UKZN) Guest Speaker on July 31, 2025, in Durban, South Africa

Topic: Charting Global Pathways: From Rural Roots to Global Classrooms

Mangosuthu University of Technology (MUT) Guest Speaker on July 30, 2025, in Durban, South Africa

Topic: A Blended Approach: Creative Problem Solving & Turning Talent Into Profit

University of KwaZulu-Natal (UKZN) Guest Lecturer on July 29, 2025, in Durban, South Africa

Topic: Creative Problem Solving

University of KwaZulu-Natal (UKZN) Guest Lecturer on July 28, 2025, in Durban, South Africa

Topic: Creative Problem Solving

Ohio University's College of Business Leadership Development Conference on Friday, April 25, 2025, in Athens, OH

Topic: Creative Problem Solving

The Excellence of Pearl Scholarship Gala on November 18, 2023, in Cleveland, OH

Topic: Nature vs. Nurture

University of California, Los Angeles MBA Virtual Seminar on May 6, 2020

Topic: A Data to Information Economics Framework

The Ohio Association of Community Action Agencies 2020 Legislative Conference on January 30, 2020, in Columbus, OH

Topic: How to Offer Talent Development Programs for Three Job Roles in Demand to Impact the Community

FlightGlobal Big Data Series Conference on September 11, 2019, in Miami (South Beach), FL

Topic: How to Make Data-Driven Business Decisions + Q&A

Mega-Predictive Analytics World Conference on June 18, 2019, in Las Vegas, NV

Topic: How to Develop the Best Data Strategy to Improve Performance

SERVICE

Founder and Executive Director, Sports Legends of Cleveland | sportslegendsofcleveland.com

Global Ambassador, Vital Voices | vitalvoices.org/news-articles/announcement/gap-dc

Director, J'COB College Experience Program | www.ohio.edu/business/academics/jcob-college-experience-summer-program

Faculty Advisor, Multicultural Student Business Caucus | linkedin.com/company/multicultural-student-business-caucus/

AWARDS

Ebony Bobcat Network (EBN) Inspirational Athlete (2024)

James Ford Rhodes High School Hall of Fame Recipient (2019)

PROPRIETARY FRAMEWORKS

dataFonomics® – Data Strategy

AssurancePro™ – Program Development

Detectivv 360™ – Independent Verification & Validation

Process Anatomy™ – Strategic Planning

Process Medic™ – Process Improvement

Project Blueprint™ – Project Management

Process Blueprint™ – Process Mapping

IT-HEMM – Higher Education Maturity Model

eleV8T – Workforce Development & Training Program

SKILLS & COMPETENCIES

Data Analytics: Tableau, SQL, Excel, dataFonomics®

eCommerce Software: Point-of-Sale (POS), Lending, Direct Mail, Banking, Investments, Insurance

Business Software: Salesforce, Workfront, ServiceNow, Qualtrics, Clarity, Oracle, Skillsoft, Zendesk, Basecamp

ERP Software: PeopleSoft Accounts Receivable, Billing, Order Management

Software: Google Drive, Site, Docs, Adobe Acrobat X Pro, Microsoft SharePoint, Project, Word, Visio, Access, PowerPoint, Publisher, Excel

Test Tools: HP Quality Center, QuickTest Professional, LoadRunner

Testing Techniques: Black Box, White Box, Functional, Non-functional, Unit, Integration, System, System Integration, Regression, Alpha, Beta, User Acceptance

Platforms: IBM iSeries, Windows

Languages: SQL, HTML, PeopleCode, COBOL, Synon

Methodologies: Agile, Extreme Programming (XP), Waterfall, Iterative, Rational Unified Process (RUP)

Certificates: Project Management Body of Knowledge, Managing Projects with Microsoft Project 2012