

# Curriculum Vitae

**Jackson Boen**

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## Purpose Statement

To make a valuable contribution to the academic, professional, and personal development of next-generation leaders.

## Education

- **Doctor of Leadership in Higher Education (EdD),**  
Hardin-Simmons University, currently pursuing – 2023
- **Master of Business Administration (MBA),**  
Hardin-Simmons University, 2009
- **Bachelor of Social Work,**  
Tarleton State University, 1986

## Dissertation

“Contingent Faculty and Organizational Identity in Higher Education: The Unasked Question”  
May 2023

## Teaching Experience

### **Cisco College, Abilene TX August 2021 – Present**

Professor – Business and Management

- BMGT 1311 – Principles of Marketing
- BMGT 1344 – Negotiation and Conflict Management
- BMGT 1482 and 1483 – Business and Management Cooperative Course
- BMGT 2303 – Problem Solving and Decision Making
- BMGT 2309 – Leadership Theory and Application
- BUSG 1301 – Business Principles
- HRPO 2301 – Human Resource Management
- HRPO 2307 – Organizational Behavior
- MRKG 1311 – Principles of Marketing

### **Abilene Christian University, Abilene TX August 2021 – Present**

Adjunct Professor – Business and Management

- MGMO 331 – Operations Management
- MGMO 335 – Leadership in Organizations

### **Hardin-Simmons University, Abilene TX October 2023**

Adjunct Professor – Leadership in Higher Education

- LDSP 7310 – Leadership Models and Theories

## **Professional History**

**Health Care Service Corporation (HCSC)**, Abilene TX, Dallas TX, Chicago IL (Blue Cross and Blue Shield of IL, MT, NM, OK, and TX) 1997 – 2021(Retired)

Divisional Senior Vice President, Customer Service (last position held)

- Oversight of customer service operations for HCSC's employer group market segment (14M members and budget of \$200M)
- Implementation and ownership of HCSC's Health Advocacy Solutions product; integrating service and clinical support to improve the health of members/customers
- Implementation of the Affordable Care Act (ACA) Pre-existing Condition Insurance Programs (PCIP) in select HCSC markets
- Strategic evaluation of HCSC's entrance into Medicaid markets and HMO expansion
- Implementation of integrated Medicaid operating platform

**State of Texas, Medicaid Waiver Programs**, Abilene TX 1988-1997

Director of Community Programs (last position held)

- Strategic design and implementation of "Permanency Planning" program targeting support for children with disabilities at-risk for institutional placement
- Growth and expansion of Early Childhood Intervention program
- Successful start-up of several Home and Community-Based Waiver programs offering residential living for adults with developmental disabilities
- Successful implementation of vocational placement program offering support to both adults with disabilities and employers, leading to stable employment for target population

## **Skills and Experience**

- Strategy development and execution
- Talent recruiting, hiring, and training
- Customer service and loyalty – Issue Resolution
- Organizational design and optimization
- Operational efficiency
- Project management/Change management
- Budgeting and cost accounting
- Outsourcing and vendor management
- System integrations and implementations
- Merger/Alliance management
- Contract negotiations

## **Boards and Community Involvement**

- Underground Coffee International, LLC (Board Chair)
- Abilene Classical Academy (Board Member)
- Christian Economic Forum Global Network (Active)
- South Side Baptist Church, Abilene TX
- American Heart Association
- United Way