

James King
Senior Director – RBS Office of Career Management
Assistant Professor of Professional Practice - RBS Supply Chain Management Department
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Education: MBA – Rutgers University, 1989
 BBA – Finance and Management – Temple University, 1982

Rutgers Business School – September 2015 - current

- Senior Director, RBS Office of Career Management - July 2018 – current
 - Led the consolidation and transformation of the RBS Office of Career Management in 2019.
 - Structured the RBS career management teams in providing career services to all 10,000+ RBS students on both the New Brunswick and Newark campuses.
 - Achieved record 97% RBS employment outcomes for 2021 full time MBA program graduates.
 - Achieved 9% increase in Newark undergraduate employment outcomes from 2017 to 2020 and a 15% increase in internships.
 - Achieved an average of 88.4% employment outcomes in New Brunswick undergraduate program from 2017 to 2020 and 79.2% internship rate resulting in higher rankings for RBS.
 - Implemented best practices in student career preparation and new systems to enhance student career preparation leading to improved employment outcomes.
 - Developed employer relationship team to focus on developing relationships with new and existing employers thereby expanding opportunities for students. Expand relationships with employers establishing RBS as a strategic recruiting university for employers.
 - Partner with other Rutgers career offices in New Brunswick and Newark as well as other Rutgers organizations to develop successful outcomes for RBS students
 - Develop and implement organizational, technical and administrative changes to enable industry leading capabilities in providing career services to RBS students
 - Implemented new technology to enhance the delivery of career management services including a RBS wide career management operating system enabling all RBS students access to resources and employers one place to for posting jobs and internships.
 - Implemented an AI based resume review and enhancement system called VMock for all RBS students to develop and improve resumes.
 - Implemented a website chat bot to ease student access to key career information.
 - Establish video interviewing technology support for students including 3 on campus video interviewing rooms.
 - Managed team to successfully migrate to remote working during the pandemic & implement a hybrid working strategy to continue to deliver career services to all students both virtually and in person. Adjusted counselor schedules to enable evening hours for student career counseling.
 - Research, selected, implemented, and launched a virtual career fair platform to enable RBS virtual career fairs. Have hosted numerous virtual career fairs using the platform.
 - Added a Finance and Accounting specific career fair each semester.

Academic Experience:

- Assistant Professor of Professional Practice, Rutgers Business School – Newark & New Brunswick, Supply Chain Management Department
 - Fall 2015 (G): Project Management,
 - Fall 2015 (UG): Intro to Supply Chain Management,
 - Fall 2015 (UG): Supply Chain Management - Industry Client Project
 - Spring 2016 (UG): Intro to Supply Chain Management, sections 07 & 09
 - Spring 2016 (UG): Project Management, sections 02 & 05
 - Spring 2016 (G): Project Management, independent study
 - Summer 2016 (UG): Intro to Supply Chain Management, section 07

- Summer 2016 (UG): Project Management, independent study
- Fall 2016 (G): Project Management, sections 60 & 61
- Fall 2016 (UG) Intro to Supply Chain Management, sections 07 & 08
- Fall 2016 (UG) Supply Chain Management - Industry Client Project
- Fall 2016 (UG) Supply Chain Security and Risk Management
- Spring 2017 (UG) Intro to Supply Chain Management, sections 05 & 09
- Spring 2017 (UG) Supply Chain Management - Industry Client Project
- Summer 2017 (UG) Intro to Supply Chain Management
- Fall 2017 (G): Project Management, section 61
- Fall 2017 (UG) Intro to Supply Chain Management, sections 07, 08, 09
- Fall 2017 (UG) Supply Chain Security and Risk Management
- Spring 2018 (UG) Intro to Supply Chain Management, sections 05 & 09
- Spring 2018 (UG) Supply Chain Management - Industry Client Project
- Spring 2018 (MSCA) Supply Chain Management - Industry Client Project
- Spring 2018 (UG): Supply Chain Security and Risk Management
- Spring 2018 (G): Project Management
- Spring 2018 (G): Project Management (EMBA)
- Summer 2018 (UG): Project Management (RUNIN China)
- Spring 2019 (G): Project Management (EMBA)
- Fall 2020 (G): Supply Chain Risk and Disruption Management (MSCM)
- Spring 2021 (G): Supply Chain Risk and Disruption Management (MSCM)
- Fall 2021 (G): Supply Chain Risk and Disruption Management (MSCM)
- Spring 2022 (G): Supply Chain Risk and Disruption Management (MSCM)
- Part Time Lecturer, Rutgers Business School – Newark & New Brunswick
 - Fall 2010 – Spring 2015 (UG): Intro to Supply Chain Management (honors & large lecture)
 - Fall 2014 (MBA): Project Management
 - Spring 2015 (MBA): Supply Chain Strategies

Professional Experience:

- Panasonic Corporation of North America - March 1986 – March 2015
 - Senior Vice President, Panasonic Consumer Electronics Company of NA. (2013 – 2015)
 - Responsibilities include \$640M Sales of consumer and commercial products in the USA, Supply Chain Management, Product Service & Technical Support, Consumer Contact Center, Reverse Logistics, and Business Operations for all Panasonic Consumer products sold in the United States.
 - Senior Vice President, Panasonic System & Communications Company of NA. (2011-2013)
 - Responsibilities include Supply Chain Management, Service & Technical Support, Customer Care, Business Operations and Planning for \$1B+ sales of Panasonic Professional Business products sold in North America.
 - Vice President, Operations – Panasonic Solutions Company (2004 - 2011)
 - Responsibilities include Supply Chain Management, Service & Technical Support, Customer Care, Business Operations and Planning for the Panasonic Professional Plasma, Professional Projector, Professional Video Equipment, and Rugged Business Computer business areas.
 - Director, Planning and Market Development – Panasonic System Sales Company (2002 – 04)
 - Responsibilities include Supply Chain Management, Corporate Planning and Strategic Market Development for the \$1B Professional Product categories in North America
 - General Manager, Finance – Panasonic Home & Commercial Products Company (1997 – 2002)
 - Responsibilities include Accounting, Credit, Operations, Supply Chain Management and Business Planning
 - Various Accounting Management positions in Panasonic North America (1986 – 1997)
 - In addition to accounting responsibilities, led re-engineering projects, system implementations and operational improvement project teams

Professional Affiliations

- Board of Directors – Oat Foundry LLC (2014 – 2019)
- Advisory Board – Orion Global Solutions (2015 – current)
- National Association of Colleges and Employers (2018 – current)
- American Society for Quality – New Jersey Chapter (2016 – 2018)
- Advisory Board – Rutgers Center for Supply Chain Management (2006 – 2013)
- International Customer Board of Directors – Federal Express Corp. (2008 – 2013)

University & Departmental Activities

- July 2018 – current – Senior Director, RBS Office of Career Management
 - Lead Undergraduate Innovations committee on experiential learning to identify and expand experiential learning opportunities for RBS students. Develop automated internship application and reporting process utilizing Career Management system
 - Co leader of the RU Newark Career Leadership Team developing Rutgers Newark university wide career services programming and models.
 - Transferred the Road to Wall Street program from RU University Career Services and then transformed the program to implement enhanced and more stringent academic programs. Introduced ongoing requirements for students in the program resulting in a premier Wall Street preparatory program vs. the former student club model. Once established, transferred to Finance Department for continued program management
 - Developed RBS OCM marketing programs and materials including the restructured and update to the RBS OCM websites to make them valuable to students and employers, implementing social media marketing programs using Facebook and Instagram to improve career management communication with students and RBS OCM newsletters for employers and students.
 - Plan and manage 2 RBS wide career fairs, 2 supply chain career expos and 2 Finance and Accounting career expos each year.
 - Expand relationships with employers, organizations and associations establishing RBS as a strategic recruiting university for employers.
 - Built relationship with the RU Career Exploration and Success teams in New Brunswick and the RU Career Development Center in Newark developing consistency across the Rutgers career centers and collaborating to expand opportunities for all Rutgers students
 - Successfully launched a RBS wide career management operating system (Symplicity) enabling all RBS students access to resources and employers 1 place to for posting jobs and internships.
 - Successfully implemented the VMock AI based resume review and enhancement system for all RBS students to develop and improve resumes
 - Developed the specialty master career management program and obtained approval from RBS faculty to implement as a required 0 credit course for all full time in person master programs.
 - Assumed responsibility of the for credit undergraduate Business Forum classes from the undergraduate program deans. Enhanced the program to add more rigor and skills development to prepare students for their career and academic journeys. Received RBS faculty approval to expand the Newark undergraduate Business Forum class to 3 hours per week and 3 credits from 1 hour per week and 2 credits.
 - Worked with the EMBA Powerhouse program to develop a career coaching model for the EMBA students using existing OCM resources
 - Lead the MBA team for consistent excellent results in employment outcomes resulting in top 40 ranking for the placement component of the ranking
- 2015 - 2018 – Director – RBS/SCM Corporate Partner Program
 - Manage the RBS/SCM corporate partner relationships to continuously communicate and work with industry leaders and companies for the benefit of our students.
 - Lead the response to the UPS University Strategic Alliance RFI. RBS was selected as one of 5 UPS Strategic University Partners. Expanded the engagement to be SCM Center Board member.
 - Developed new corporate relationships with many key industry companies such as Intel (now a strategic partner), Coca Cola (New Center Board member), Air Products and Chemicals (New

- Center Board member), Robert Wood Johnson Barnabas Health, Altria, Turtle & Hughes, Andersen / Silverline Building Products, USTC and JB Hunt.
- Continue outreach and presentations to companies to expand the corporate partners that engage with RBS/SCM. Currently over 260 companies and 450 business contacts in the program.
- Recruit companies and executives to attend our career expos, support internships and coops, hire graduates, submit proposals for student project teams and speak at RBS Supply Chain events.
- Successfully registered 70 - 90 companies & organizations to the Fall 2015, 2016, 2017 & 2018 annual RBS-SCM career expos attended by over 500 Supply Chain Major students each year.
- Established and organized the RBS/SCM Spring career expo in March 2016 with 10 companies expanding to 19 companies in March 2017 and 32 companies in March 2018. Over 200 SCM students attended the events each year.
- Conference Co-Chair of the 2018 Supply Chain Directors conference. Organized event logistics for 82 registrants. Developed conference agenda, organized meeting location, Hyatt hotel accommodations, welcome reception, conference dinner, gifts, etc. Obtained sponsors (J&J, UPS) for the reception and dinner. Developed Webex system after snow canceled the travel of the majority of attendees enabling remote access to conference presentations and discussions.
- 2016 – Developed and launched the RBS/SCM LinkedIn group.
- 2015 - 2017 – Faculty adviser to 3 independent study students on Project Management
- 2016 - 2018 – Faculty mentor for a FIGS program Peer Instructors
- 2016 - 2018 – Faculty advisor to the RUASQ student club
- 2015 - 2017 – Judge/assistance at the BIG10+ SCM case competitions

Service to the University

- MBA policy committee advisory member: 2019 – current (ex officio)
- Special Programs policy committee advisory member: 2019 – current (ex officio)
- Undergraduate New Brunswick program policy committee: 2019 – current (ex officio)
- Undergraduate Newark program policy committee: 2019 – current (ex officio)
- Undergraduate Innovations Committee member & Experiential subcommittee lead: 2020 - current
- Co-chair of the RU-Newark Career Leadership implementation team: 2020 - current
- CES advisory board for 2 business aligned career community student populations: 2021 - current
- New Brunswick Faculty Council & Athletics subcommittee: September 2017 – June 2018

Professional speaking engagements:

- Rutgers Center for SCM certificate program
- CompTia Service Management meeting
- Sage Insights
- Infinity Info Systems Insights meeting on CRM
- Drexel University Alpha Kappa Psi event
- Panasonic Company Hosted events with employees, customers and partners

Publications:

- National Association of Colleges and Employers: “RUTGERS BUSINESS SCHOOL FINDING ALTERNATIVE PLANS FOR INTERNS” interview. *May 05, 2020*
- J. King (2008, June). “Panasonic Improves Entire Sales and Operations Process with Infinity Info Systems”. *DM Review*

Continuing Education:

- Rutgers University teaching excellence training courses
- IMD International – Mastering Top Management Dilemmas
- Development Dimensions International – Targeted Selection Development
- Wharton School, University of Penn. – Integrating Finance and Marketing
- Panasonic HRDC Management courses – Various Management Development