



# Gary L Deel, PhD, JD

CLSD\*, CHSP\*, CHSE, CHE\*, CHIA, SHRM-CP

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## ACADEMIC WORK EXPERIENCE

### Colorado State University - Global Campus Online

11/2016 to Present

#### Course Developer and Adjunct Professor, School of Business Management

- Hired as a developer to completely design courses for the university's new undergraduate hospitality program. Subsequently hired to teach courses for the School of Business Management.
- Courses developed: HTM340 - Hospitality Sales & Marketing, including all lesson materials, assignments, quizzes, rubrics, and supplemental learning resources.
- Courses taught: MGT300 - Principles of Management; MGT320 - The Legal and Ethical Environment of Business; MGT470 - Conflict Management and Negotiation; HTM310 - Tourism and Commercial Recreation Systems; MGT315 - Business Law; HTM340 - Hospitality Sales & Marketing; HTM300 - Introduction to Hospitality Management; HTM320 - Meeting and Event Management.

### American Public University System Online

07/2018 to Present

#### Faculty Director, School of Business

- Serving as faculty supervisor for the Government Contracting/Acquisition, Military Management, Reverse Logistics, Transportation & Logistics Management, Supply Chain Management, Applied Analytics, Entrepreneurship, Accounting, and Finance programs..
- Responsible for the management of 350+ faculty members, including recruiting and hiring, training and coaching, performance evaluations, goals and development, quality control auditing, discipline, and termination.

08/2015 to Present

#### Associate Professor, Management

- Designed and facilitated curriculum in an online setting to class sizes as large as 40 in the fields of Human Resources Management, Employment Law, and Labor Relations.
- Courses developed, managed, and taught: HRMT411 – Dispute Resolution; HRMT413 – Employment & Labor Relations; HRMT602 – Employee Law & Labor Relations; MGMT618 – Ethics in Leadership.
- Courses taught: HRMT314 – Management Ethics.
- Served as Faculty Adviser for the APUS Society for Human Resource Management (SHRM) university chapter.

### University of Central Florida Orlando, FL

04/2018 to Present

#### Mentor and Course Facilitator, UCF Global

- Mentoring Saudi K-12 education professionals for development through UCF's Building Leadership for Change through School Immersion (BLCSI) study abroad program.
- Teaching BLCSI courses to Saudi K-12 teachers and counselors in the areas of educational strategy and career development.
- Teaching English classes to Florida Fire Frogs minor league baseball team through UCF Global's ESL outreach program.

08/2015 to Present

#### Adjunct Professor, Rosen College of Hospitality Management

- Designing and facilitating curriculum in an online setting to class sizes as large as 80 in the fields of Law, Risk Management, Events, and Theme Park Management.
- Courses taught: HFT3603 – Legal Environment in the Hospitality and Tourism Industry; HFT4755 – Theme Park and Attraction Management; HFT3670 – Hospitality Event Risk Management; HMG6797 – Hospitality Meeting and Event Administration; HFT3443 – Event Technology; HMG6756 – Mega Events; HFT2750 – The Event Industry; HFT3519 – Event Services.

### The Art Institute of Pittsburgh – Online Division Online

08/2015 to 03/2019

#### Adjunct Professor, Culinary Management Program

\* Certification expired.

- Facilitated curriculum in an online setting to class sizes as large as 25 in the fields of Quality Service, Management, Law, and Training.
- Courses taught: CUL427 – Quality Service Management and Training; CUL425 – Leadership & Organizational Development; CUL210 – Management, Supervision, and Career Development; HRM132 – Hotel Operations Management; HRM223 – Recreation Facilities Management; CUL326 – Legal Issues & Ethics in Hospitality; HRM224 – Global Tourism and the Hotel Resort Industry; HRM309 – Resort Management; CUL312 – Global Management and Operations in the Hospitality Industry; HRM211 – Hotel and Convention Management; HRM432 – Etiquette for Today's Professional.

**Kaplan University**  
**Online**

10/2014 to 06/2016

**Adjunct Professor, School of General Education**

- Facilitated curriculum in an online setting to class sizes as large as 35 in the field of Professionalism.
- Recognized as Outstanding Adjunct Faculty - September 2015
- Courses taught: CS204 – Professional Presence.

**Colorado Technical University**  
**Online**

01/2014 to 04/2017

**Course Developer and Adjunct Professor, Business & Management Department**

- Designed and facilitated curriculum in an online setting to class sizes as large as 50 in the fields of Business Management, Operational Analysis, Political Science, and Law.
- Courses developed: POLS101 – Intro to Political Science; MGMT380 – Food Service, Safety, and Sanitation.
- Courses taught: MGM255 – Fundamentals of Management; MGMT215 – Management in Film; POLS101 – Intro to Political Science.
- Facilitated webinar workshop lectures on the role of self-service technologies in 21<sup>st</sup> century business.

**University of Nevada Las Vegas**  
**Las Vegas, NV**

08/2013 to 12/2015

**Adjunct Professor, William F. Harrah College of Hotel Administration**

- Designed and facilitated curriculum in both online and traditional settings to class sizes as large as 90 in the fields of Leadership, Management, Ethics, Career Development, and Facilities Management.
- Courses taught: HMD307 – Hospitality Leadership, Management, and Ethics; TCA201 – Hospitality Career Development; HMD395 – Hospitality Facilities Management.
- Served as Faculty Adviser for the UNLV Space Tourism Society.

**Valencia College**  
**Orlando, FL**

09/2009 to 12/2016

**Adjunct Professor, Hospitality Education Department**

- Designed and facilitated curriculum in both online and traditional settings to class sizes as large as 35 in the fields of Hospitality, Leadership, Sales & Marketing, Security, Law, F&B, and other specialties.
- Courses taught: HFT1000 – Introduction to Hospitality; HFT2500 – Marketing & Sales in Hospitality.
- Received honorable commendation from the college for positive review by over 95% of students.

**PRACTICAL WORK EXPERIENCE**

**FC Expert Witness**  
**Nationwide**

05/2018 to Present

**Expert Witness**

- Offering expert witness services nationwide in the areas of hotels, resorts, restaurants, travel and tourism, meetings and events, and other related hospitality industry sectors.
- The following is a record of cases worked:
  - #1 [05/2018 | Plaintiff | Miami]: Suit against beach resort involving catastrophic injury in the ocean and hotel duty to warn about latent hazards. Defendant settled during trial.
  - #2 [08/2018 | Plaintiff | Orlando]: Suit against city-center convention hotel involving sexual assault of a minor guest by an employee and hotel duty to monitor employee whereabouts and activities. Defendant settled pre-trial.
  - #3 [04/2019 | Plaintiff | Las Vegas]: Suit against casino resort involving slip and fall of a guest on a wet surface in a public area and hotel duty to inspect and warn about latent hazards. Litigation ongoing.
  - #4 [06/2019 | Plaintiff | Las Vegas]: Suit against casino resort involving slip and fall of a guest on a wet surface in a guestroom and hotel duty to inspect and maintain HVAC systems. Litigation ongoing.
  - #5 [07/2019 | Plaintiff | Orlando]: Suit against motel involving violent assault and battery on a guest by an unwelcome solicitor and hotel duty to provide secure premises. Litigation ongoing.

**Phillips, Spallas, & Angstadt, LLC**  
**Las Vegas, NV**

04/2015 to 07/2015

**Associate Attorney**

- Managed civil defense cases in tortfeasor liability for Fortune 500 clients including Wal-Mart and Sam's Club stores.
- Responsible for all aspects of casework including intake, investigation, responsive pleadings, discovery, and settlement or trial.

**Wynn Resorts**  
**Las Vegas, NV**

07/2014 to 04/2015

**Security Training & Administration Manager, Wynn & Encore Las Vegas**

- Responsible for security administration at both award-winning resorts, consisting of nearly 5,000 guest rooms, 35 restaurants, 2 spas, 6 pools, 3 nightclubs, 1 golf course, and more than 100K sf of retail space.
- Managed a team of more than 500+ security personnel, including 40 supervisors and managers.
- Oversaw safety and security training for officers, report writers, investigators, K-9 units, armed response teams, security control center (surveillance), bike patrol units, nightclub bouncers, and management and leadership.

**Merlin Entertainments Group**  
**Las Vegas, NV**

08/2013 to 02/2014

**Head of Operations, Madame Tussauds Las Vegas**

- Led a team of 5 managers and 70+ attraction staff in operating one of Merlin Entertainment's busiest midway attractions, hosting more than 1 million visitors per year and achieving EBITDA in excess of \$20M USD annually.
- Responsible for the management of all operational areas of the site, including box office, photography, retail, solicitation, custodial and environmental services, engineering and show technicians, cash office, and others.

**Picsolve, Inc. USA**  
**Orlando, FL**

03/2012 to 08/2013

**Operations Manager, North American Attractions**

- Responsible for more than 20 theme park and attraction photography operations throughout North America.
- Managed operations ensuring maximum profitability and cost-efficiency of 200+ employees, \$2M+ in physical assets, and key partnerships with accounts throughout Canada, the United States, Mexico, and the Caribbean.
- Developed pricing/marketing initiatives to drive profitability across multiple product lines and brand portfolios.

**Rosen Hotels & Resorts, Inc.**  
**Orlando, FL**

09/2010 to 03/2012

**Conference Center Sales Manager, Rosen Plaza Hotel**

- Responsible for meetings of all business segments throughout the mid-Atlantic United States territory.
- Oversaw all aspects of the meeting sales & marketing process to include cold calling, solicitations, RFP management, site inspection coordination, negotiation, contract oversight, and follow-through to actualization.
- Exceeded fiscal 2011 sales quota by 29% with over \$1 Million USD generated in revenue, while reducing expense budgets and expanding underdeveloped government and association markets.

09/2009 to 09/2010

**Assistant Director of Safety & Security, Rosen Shingle Creek Resort**

- Accountable for the safety and security of \$1B+ USD in assets, 1,500+ employees, and 10,000+ guests onsite daily.
- Led a team of 6 managers, 10 supervisors, and 60+ officers and security personnel, to include payroll, scheduling, budgeting, reviews and disciplinary action, recruiting and termination, etc.
- Liaised with federal (e.g. OSHA, ADA, FDA, USSS, TSA) and local (e.g. county fire rescue, state law enforcement) agencies to ensure that the hotel meets and exceeds the highest industry standards.

05/2009 to 09/2009

**Manager of Security & Investigations, Rosen Shingle Creek Resort**

- Conducted health, safety, and loss prevention inspections for all departments throughout the resort, ensuring compliance with all local, state, and federal regulations, as well as industry-specific standards.
- Responsible for conducting all investigative matters on the property including injuries, missing property and theft allegations, property damage, illegal substances, violent behavior, trespasses and evictions, etc.
- Served as company representative in legal matters such as unemployment hearings and other appearances.

03/2008 to 05/2009

**Hotel Manager, Rosen Centre Hotel**

- Assisted senior management with oversight of 1,334 rooms, fine-dining, casual, and quick service restaurants, three bars, a spa/gym, and 100,000+ square feet of convention/meeting space.
- Managed all guest service initiatives, including mystery shoppers, online reviews, and AAA/Mobil ratings.
- Oversaw all operations to ensure optimal staffing efficiency, maximized profitability, and the safety and security of staff and guests.

06/2007 to 03/2008

**PBX/Guest Relations Assistant Manager, Rosen Centre Hotel**

- Led a department of 20+ operators in PBX duties, convention phone set-ups, and Guest Requests management.
- Created and implemented a new Guest Requests dispatch system that has virtually eliminated all wasted resources and time, and increased dispatch efficiency more than 300%.
- Developed and coordinated a project on MS SharePoint to create a company-wide digital information directory that was eventually adopted by all seven Rosen Hotels & Resorts properties.

**The Walt Disney World Company**  
**Lake Buena Vista, FL**

09/2006 to 06/2007

### **Front Office Trainer, Disney's Contemporary Resort**

- Supported a team of 30+ front desk cast members and 15 concierge cast members to a company standard of 97% guest satisfaction during procedural audits, such that the Contemporary was recognized as a leader among Walt Disney World's 19 hotel properties.
- Assisted management with back office operations including hotel occupancy and forecasting.
- Recommended to interview for the Leadership Casting Call – a promotional pool for management.

08/2005 to 09/2006

### **Attractions Coordinator, Disney's Animal Kingdom**

- Worked with Animal Kingdom as a ride/attraction lead for Africa and Asia attractions areas.
- Assisted opening teams with Disney's newest major ride, Expedition Everest.
- Networked with interdependent departments to achieve maximum efficiency throughout the park.

### **G&G Power Equipment, Inc.**

#### **Stone Ridge, NY**

04/2002 to 07/2005

### **General Manager**

- Oversaw all areas of business operations for upstate New York's largest power equipment dealer..
- Exceeded EBITDA targets for 2003/2004 by more than 20%, generating more than \$750k annually.

## **EDUCATION**

### **American Public University System**

#### **Online**

In Progress

### **Master of Science (MS) in Space Studies - Concentration in Astronomy**

Pursuing an HLC-accredited graduate degree program in space studies with a concentration in astronomy.

In Progress

### **Graduate Certificate in Space Studies**

Pursuing an HLC-accredited graduate certificate in aerospace studies, astronomy, and space policy.

08/2019

### **Associate of Science (AS) in Space Studies**

Completed an HLC-accredited undergraduate degree program in aerospace studies, astronomy, and space policy.

03/2019

### **Undergraduate Certificate in Space Studies**

Completed an HLC-accredited undergraduate certificate in aerospace studies, astronomy, and space policy.

02/2019

### **Bachelor of Science (BS) in Space Studies**

Completed an HLC-accredited undergraduate degree program in aerospace studies, astronomy, and space policy. Graduated Summa Cum Laude. 2018 President's List for perfect 4.0 GPA throughout entire program.

### **University of Nevada Las Vegas – Harrah College of Hotel Administration**

#### **Las Vegas, NV**

12/2015

### **Doctorate of Philosophy (PhD) in Hospitality Administration**

Completed an NWCCU-accredited doctoral degree program in hospitality administration.

Dissertation: "Perceptions toward the Value of Higher Education for Hotel Professionals in Las Vegas: A Case Study"

### **Florida A&M University – College of Law**

#### **Orlando, FL**

12/2012

### **Juris Doctorate (JD) in Law**

Completed an SACSCOC- and ABA-accredited doctoral degree program in law.

Awarded 'Dean's Scholar' full-ride scholarship based on admissions credentials.

### **University of Central Florida – Rosen College of Hospitality Management**

#### **Orlando, FL**

08/2010

### **Master of Science (MS) in Hospitality & Tourism Management**

Completed an SACSCOC-accredited graduate degree program equivalent to a hospitality industry-specific MBA.

Thesis: "Exploring the Association of the Attributes of Self-Service Kiosks, Customer Check-In Satisfaction, and Customer Commitment in Hotels: The Case of the Rosen Centre Hotel, A Convention Hotel"

12/2007

### **Bachelor of Science (BS) in Hospitality & Tourism Management**

Completed an SACSCOC-accredited undergraduate degree program in hospitality and tourism management.

### **Valencia College**

#### **Orlando, FL**

05/2018

### **Associate of Science (AS) in Culinary Arts**

Completed an SACSCOC-accredited undergraduate degree program in culinary arts and management.

12/2006

### **Associate of Science (AS) in Hospitality Management**

Completed an SACSCOC-accredited undergraduate degree program in hospitality management.

12/2006 to 05/2018

### **Technical Certificates**

Technical Certificates for: Rooms Division Management; Guest Services Specialist; Food and Beverage Management; Chef's Apprentice; Culinary Arts Management Operations; Restaurant and Food Service Management; and Business Specialist.

\* Certification expired.

## Wallkill Senior High School

Wallkill, NY

06/2004

### High School Diploma

Graduated with honors, in top 20% of class.

## TRAININGS, CERTIFICATES, AND LICENSES

07/2019	<u>Quality Matters Independent Applying the QM Rubric (APPQMR)</u> Online
02/2019	<u>Society for Human Resources Management Certified Professional (SHRM-CP)</u> Orlando, FL
06/2015	<u>U.S. District Court for District of Nevada Admission to Practice</u> Las Vegas, NV
05/2015	<u>Red Cross Adult, Child, and Infant CPR/AED/First Aid Instructor*</u> Las Vegas, NV
01/2015	<u>American Hotel &amp; Lodging Association Certified Hotel Industry Analyst (CHIA)</u> Tampa, FL
05/2014	<u>Nevada Bar License to Practice Law (ID#13332)</u> Las Vegas, NV
01/2014	<u>American Hotel &amp; Lodging Association Certified Hospitality Educator (CHE)</u> *
	Las Vegas, NV
12/2013	<u>Techniques in Alcohol Management (TAM) of Nevada Certified Server/Seller*</u> Las Vegas, NV
12/2013	<u>Southern Nevada Health District Certified Food Handler</u> Las Vegas, NV
04/2013	<u>Florida Bar License to Practice Law (ID#103273)</u> Tampa, FL
01/2013	<u>Fred Pryor Seminars/CareerTrack Training Courses</u> Orlando, FL
04/2012	<u>Wah Lum Tam Tui Kung Fu Level 9B 8<sup>th</sup> Generation Disciple/Instructor</u> Orlando, FL
08/2011	<u>HSMAI Certified Hospitality Sales Executive (CHSE)</u> Orlando, FL
06/2011	<u>American Hotel &amp; Lodging Association Certified Hotel Sales Professional (CHSP)*</u> Orlando, FL
09/2010	<u>American Hotel &amp; Lodging Association Certified Lodging Security Director (CLSD)*</u> Orlando, FL
10/2008	<u>Dave Mitchell's 'The Leadership Difference' Certified Leader Program</u> Orlando, FL
10/2007	<u>Rosen Hotels &amp; Resorts Management Training Program</u> Orlando, FL

## PUBLICATIONS AND PRESENTATIONS

08/2019	<b><i>Length Requirements for Papers versus Academic Quality</i></b> Online Article published in Online Learning Tips. Deel, G. (2019, August 5). Length requirements for papers versus academic quality. <i>Online Learning Tips</i> . Retrieved from <a href="https://onlinelearningtips.com/2019/08/length-requirements-papers/">https://onlinelearningtips.com/2019/08/length-requirements-papers/</a>
07/2019	<b><i>Manned Voyages to Mars Must Overcome Big Challenges</i></b> Online Article published in In Space News. Deel, G. (2019, July 29). Manned voyages to Mars must overcome big challenges. <i>In Space News</i> . Retrieved from <a href="https://inspacenews.com/manned-voyages-to-mars-must-overcome-big-challenges/">https://inspacenews.com/manned-voyages-to-mars-must-overcome-big-challenges/</a>
07/2019	<b><i>Why Grading on a Curve Makes Academic Sense, Part II</i></b> Online

\* Certification expired.

Article published in Online Learning Tips. Deel, G. (2019, July 26). Why grading on a curve makes academic sense, part II. *Online Learning Tips*. Retrieved from <https://onlinelearningtips.com/2019/07/why-grading-curve-sense-part-ii/>

07/2019

### ***Why Grading on a Curve Makes Academic Sense, Part I***

Online

Article published in Online Learning Tips. Deel, G. (2019, July 22). Why grading on a curve makes academic sense, part I. *Online Learning Tips*. Retrieved from <https://onlinelearningtips.com/2019/07/grading-curve-academic-sense-part-i/>

07/2019

### ***Intra-Planetary Travel: Managing the Experience Is Key***

Online

Article published in In Space News. Deel, G. (2019, July 19). Intra-planetary travel: Managing the experience Is key. *In Space News*. Retrieved from <https://inspacenews.com/intra-planetary-travel-managing-the-experience-is-key/>

07/2019

### ***Ending Gender-Based Pay Discrimination through Audits***

Online

Article published in Online Career Tips. Deel, G. (2019, July 18). Ending gender-based pay discrimination through audits. *Online Career Tips*. Retrieved from <https://onlinecareertips.com/2019/07/ending-pay-discrimination-audits/>

07/2019

### ***Demystifying the Optical Illusion of Retrograde Motion***

Online

Article published in In Space News. Deel, G. (2019, July 16). Demystifying the optical illusion of retrograde motion. *In Space News*. Retrieved from <https://inspacenews.com/demystifying-the-optical-illusion-of-retrograde-motion/>

07/2019

### ***Research and Teaching are Two Different Callings***

Online

Article published in Online Learning Tips. Deel, G. (2019, July 12). Research and teaching are two different callings. *Online Learning Tips*. Retrieved from <https://onlinelearningtips.com/2019/07/research-teaching-different-callings/>

06/2019

### ***Affirmative Action Is More Complicated Than It Appears***

Online

Article published in Online Career Tips. Deel, G. (2019, June 10). Affirmative action is more complicated than it appears. *Online Career Tips*. Retrieved from <https://onlinecareertips.com/2019/06/affirmative-action-complicated/>

05/2019

### ***Our Lack of Focus on Near-Earth Objects Could Lead to Earth's Destruction***

Online

Article published in In Space News. Deel, G. (2019, May 29). Our lack of focus on near-Earth objects could lead to Earth's destruction. *In Space News*. Retrieved from <https://inspacenews.com/our-lack-of-focus-on-near-earth-objects-could-lead-to-earths-destruction/>

05/2019

### ***Immortality, Space Travel, and Einstein's Time Dilation***

Online

Article published in In Space News. Deel, G. (2019, May 21). Immortality, space travel, and Einstein's time dilation. *In Space News*. Retrieved from <https://inspacenews.com/immortality-einsteins-time-dilation/>

03/2019

### ***Right to Work Laws: They Aren't Right and They Don't Work***

Online

Article published in Online Career Tips. Deel, G. (2019, March 27). Right to work laws: They aren't right and they don't work. *Online Career Tips*. Retrieved from <https://onlinecareertips.com/2019/03/right-to-work-laws/>

03/2019

### ***Strategies for Faculty Excellence in Online Learning***

Chicago, IL

Presentation at the 7<sup>th</sup> Annual Learning Resources Network (LERN) Faculty Development Conference

12/2017

### ***A Political Scientist's Take on the World Today***

Online

Episode #4 of the Following Carl Podcast Series: <https://www.youtube.com/watch?v=Ztw9SjaghqQ>

09/2017

### ***An Anthropologist's Take on Drug Abuse and Treatment***

Online

Episode #3 of the Following Carl Podcast Series: <https://www.youtube.com/watch?v=5bnw7B1b4qU&t=130s>

- 07/2017 ***An Engineer's Take on the Socioeconomic Impacts of Automation and AI***  
 Online  
 Episode #2 of the Following Carl Podcast Series: <https://www.youtube.com/watch?v=vzlxvbuZd18&t=2s>
- 07/2017 ***A Philosopher's Take on Employment Law***  
 Online  
 Episode #1 of the Following Carl Podcast Series: [https://www.youtube.com/watch?v=L\\_FXvkUUZ88&t=165s](https://www.youtube.com/watch?v=L_FXvkUUZ88&t=165s)
- 07/2016 ***The Need for Legal Knowledge in the Modern Business Environment***  
 Online  
 Article published in Online Career Tips. Deel, G. (2016, July 13). The need for legal knowledge in the modern business environment. *Online Career Tips*. Retrieved from <http://onlinecareertips.com/2016/07/need-legal-knowledge-modern-business-environment>
- 04/2016 ***Maximizing the Adaptive Learning Technology Experience***  
 Colorado Springs, CO  
 Paper published in the Journal of Higher Education Theory and Practice. Forsyth, B., Kimble, C., Birch, J., Deel, G., & Brauer, T. (2016). Maximizing the adaptive learning technology experience. *Journal of Higher Education Theory and Practice*, 16(4), pp. 80-88.
- 01/2015 ***Perceptions toward the Value of Higher Education for Casino Hotel***  
 Tampa, FL  
***Professionals: A Vicious Cycle***  
 Poster presented at the 20<sup>th</sup> Annual Graduate Education & Research Conference in Hospitality & Tourism
- 08/2014 ***Space Tourism...The Final Frontier: An Exploratory Investigation into***  
 San Diego, CA  
***Consumer Demographics and Sensation-Seeking Motivators***  
 Poster presented at the Annual International Council on Hotel, Restaurant, and Institutional Education (iCHRIE) Summer Conference
- 01/2014 ***Self-Service Kiosks in the Lodging Environment: An Investigation of***  
 Houston, TX  
***Resulting Customer Satisfaction and Commitment***  
 Full study presented at the 19<sup>th</sup> Annual Graduate Education & Research Conference in Hospitality & Tourism
- 11/2009 ***Gary Deel '07 - UCF Hospitality Superstar***  
 Orlando, FL  
 Alum interview published by UCF: <http://ucfhospitality.blogspot.com/2009/11/gary-deel-07.html>

## LANGUAGES

**English** - Native language. Expert fluency in reading, writing, and conversation.  
**Spanish** - Self-taught to limited fluency in reading, writing, and conversation.