

SHANNON BIAGI

IMPROVING THE WORLD AT WORK



CONTACT

 (321) 362 - 8057

 Shannon.Biagi@gmail.com

 www.chiefmotivatingofficers.com
Portfolio: sqr.co/biagi-portfolio

 3711 Meadowlark Street, Cocoa, FL

ABOUT

Engaged employees drive organizational success: When we prioritize the well-being of our employees, they, in turn, ensure our clients receive exceptional service and care.

My ten-year career in organizational behavior management has been dedicated to fostering empowerment of employees through leadership development globally. My expertise is in optimizing work and learning environments for seamless collaboration and professional growth. With a background in behavior analysis applied in work settings, I'm committed to enhancing individual, team, and organizational performance through scientifically supported and data-driven approaches to systems and process development.

While I excel in remote work settings, I am also open to (and enthusiastic about) travel, recognizing the value of direct observations and firsthand experiences to gain insights into employee needs and organizational dynamics.

Whether working remotely or on-site, my goal remains consistent: to amplify the voices of employees, promote their well-being, and contribute to the creation of thriving, inclusive workplaces.

EDUCATION

FALL 2023 - CURRENT | DOCTORATE – INSTRUCTIONAL AND PERFORMANCE TECHNOLOGY (4.0 GPA)

University of West Florida / Pensacola, FL

Currently enrolled. Focus on Human Performance Technology, systems analysis, and applied organizational research.

2013 - 2016 | MASTER OF SCIENCE – ORGANIZATIONAL BEHAVIOR MANAGEMENT AND APPLIED BEHAVIOR ANALYSIS (4.0 GPA)

Florida Institute of Technology / Melbourne, FL

Double major. President of the Society of Performance Management (2015-2016), Outstanding Graduate Student of the Year (2015). Withdrew from doctorate in good standing, all-but-dissertation (2018).

2008 - 2012 | BACHELOR OF SCIENCE – PSYCHOLOGY (3.89 GPA)

University of Central Florida / Orlando, FL

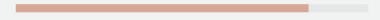
TA: Industrial/Organizational Psychology.

SKILLS

Data Collection and Analysis



Time- and Self-Management



Systems and Process Development



Empowerment and Leadership



Strategy and Business Acumen



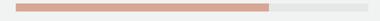
Instructional and Learning Design



Collaboration and Communication



Research and Industry Pulse



WORK EXPERIENCE

2021 - CURRENT | ACADEMIC ADMINISTRATOR AND PROFESSOR

University of West Florida / Pensacola, FL

Center for Behavior Analysis. Oversight and management of online instructor processes, including onboarding and ongoing performance evaluation and data collection. Analysis of student engagement data and development of actionable strategies for improvement of instructor systems and processes. Program design of Organizational Behavior Management online coursework offerings, including supervision/ management, performance management, organizational systems analysis, and ethics. Head of Academic Integrity Task Force; member of Research Task Force and Quality Instruction Task Force.

2018 – CURRENT | CHIEF EXECUTIVE OFFICER

Chief Motivating Officers, LLC / Melbourne, FL

Independent consultant and remote training provider. Developing bespoke organizational systems and processes for data collection and analysis, including the Employee Experience Evaluation (E3), in partnership with HR teams. Conducting systems analysis to determine organizational, process, and job-level barriers to performance and engagement across multiple organizations and industries and supporting leaders to implement solutions. Designing online instruction and coaching strategies to empower business leaders to implement performance management and systems analyses.

2018 - 2020 | ORGANIZATIONAL AUDITOR

Jade Health / Los Angeles, CA

Traveling auditor of behavioral healthcare organizations seeking Behavioral Health Center of Excellence (BHCOE) accreditation, including reviewing strategic goals, operations and processes, staff support systems, and employee/client engagement data analysis. 80% travel for on-site observation, interviews and focus groups with senior leaders, employees, and clients at 60 behavioral health clinic locations across the USA.

VOLUNTEERING

2017 - 2023

DIRECTOR OF OPERATIONS THE ORGANIZATIONAL BEHAVIOR MANAGEMENT NETWORK

Board of Directors member of the largest OBM-focused 501c3 organization. Oversaw day-to-day operations, including implementation and management of the online membership portal and benefit access for members. Supported strategic initiatives for member recruitment, retention, and engagement. Lead teams of volunteers to collaborate toward organizational goals.

PUBLICATIONS

SEVEN DIMENSIONS – SPRING 2022

Quantifying “Quality”: Assessing Research Submissions to Seven Dimensions - Biagi

MIT SLOAN MANAGEMENT REVIEW – FEB 2022

Providing Performance Feedback to Support Neurodiverse Employees – Hamdani and Biagi

PDF available upon request and in [portfolio](#).

ABA TECHNOLOGIES PUBLISHING - 2016

OBM Applied! A Practical Guide to Implementing Organizational Behavior Management- Rodriguez, Sundberg, and Biagi

Volumes 1 – 4: [Setting the Stage for Improving Performance](#), [Choosing the Right Solution](#), [Making a Positive Difference](#), and [Creating Lasting Change](#).

CERTIFICATIONS

2017 - CURRENT

BOARD CERTIFIED BEHAVIOR ANALYST (BCBA)

2014 - 2017

BOARD CERTIFIED ASSISTANT BEHAVIOR ANALYST (BCABA)

AWARDS

2018, 2019

OUTSTANDING APPLIED OBM INTERVENTION AWARD

OBM Network

2017, 2018

ABAI CONFERENCE OBM POSTER AWARD

Association for Behavior Analysis International

2015

OUTSTANDING GRADUATE STUDENT OF THE YEAR

Florida Institute of Technology, School of Psychology and Liberal Arts

2015

COLLEGE ROLL STUDENT EMPLOYEE OF THE YEAR: CONTINUING EDUCATION

Florida Institute of Technology

WORK EXPERIENCE

2015 - 2018 | BUSINESS INNOVATION AND DESIGN, DIRECTOR OF CONTINUING EDUCATION

ABA Technologies, Inc. / Melbourne, FL

Oversight and management of internal and external leadership development learning and coaching programs. Lead strategic initiatives to establish the Operant Leadership consultation services product line, providing tailored organizational solutions across multiple industries. Managed the portfolio of 200+ online learning courses, provided in partnership with Florida Institute of Technology. Developed the Organizational Behavior Management Certificate program, including the co-authorship of the four-volume textbook, *OBM Applied! A Practical Guide to Implementing Organizational Behavior Management*.

2013 - 2015 | ASSISTANT PROJECT ADMINISTRATOR

Florida Institute of Technology / Melbourne, FL

Supported the management and development of FIT's ABA Online Continuing Education product line, overseeing planning, content creation, and delivery to meet the needs of a diverse audience of remote learners. Utilized consumer behavior analytics and marketing techniques to enhance product visibility, engagement, and satisfaction, resulting in increased course enrollment and revenue growth. Collaborated with cross-functional teams to identify areas for improvement, develop intervention strategies, and monitor progress towards organizational goals. College Role Student Employee of the Year – CE (2014-2015).

(Prior professional experience available upon request)

INVITED PUBLIC SPEAKING ENGAGEMENTS

- ABA Switzerland Invited Address – Online
- California ABA 2024 State Conference – Pasadena, CA
- Massachusetts ABA 2023 State Conference - Online
- Texas ABA 2023 State Conference – San Antonio, TX
- Arkansas ABA 2022 State Conference – Little Rock, AR
- OBM Network 2022 Conference – Sawgrass Mills, FL
- APA 2022 Conference - Minneapolis, MN
- Manitoba ABA 2021 Conference - Online
- Bucharest International ABA Conference 2021 - Online
- Hoosier ABA 2021 Indiana State Conference - Online
- Ohio ABA 2021 State Conference – Online
- Illinois ABA State Conference 2021 – Online
- Massachusetts ABA State Conference 2021 - Online
- Hoosier ABA Happy Hour – Online
- Ontario ABA/OBM International Conference – Online, with workshop
- Mississippi ABA State Conference 2020 - Online
- ABA International 2020 Conference - Online
- Iowa ABA State Conference 2020 – Online, with workshop
- OBM Network 2019 Conference – Richmond, VA
- Ohio ABA 2019 State Conference - Columbus, OH
- BDA ABA Leadership Summit 2019 - Panelist in Costa Mesa, CA
- Russia ABA 2019 International Conference- Workshop and Presentation in Moscow, Russia
- South Carolina ABA 2019 State Conference - Charleston, SC
- Tennessee ABA 2019 State Conference - Nashville, TN

(Full list of invited speaking engagements and materials available upon request.)

PERSONAL AND PROFESSIONAL VALUES

Growth



Openness



Integrity

