

Jay Claiborne, PhD

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Education

(PhD) Information Systems Management	Auburn University (2022)
(MSMIS) Management of Information Systems	Auburn University (2009)
(MBA) Master of Business Administration	University of West Georgia (2005)
(BS) Business Administration - Finance Major	University of Tennessee (2002)

Certifications

Project Management Professional (PMP)	Project Management Institute
Six Sigma Black Belt	Institute of Industrial Engineers Certified
Scrum Master (CSM)	Scrum Alliance
Oracle Database SQL Certified Expert	Oracle Corp
Microsoft Office Specialist Access Certification	Microsoft Corp
Security+ Certification	Computing Technology Industry Association
Fundamentals of Deep Learning	NVIDIA Deep Learning Institute

Academic Experience

2022-Present Assistant Professor
Auburn University at Montgomery, College of Business - Department of Information Systems

Teaching

Undergraduate

INFO 3700: Data Communications
INFO 3560: Database Systems
QMTD 3600: Operations Management
INFO 4560: Database Administration
INFO 3680: Data Visualization
INFO 3850: Machine Learning & AI

Graduate

INFO 5550: Data Mining
INFO 6970: Machine Learning & AI

Online

INFO 6560: Data Systems (Online)
INFO 6790: Innovation Strategy (Online)

Awards/Recognition

2023/24	Faculty Excellence in Teaching Award
2023/24	Faculty Appreciation Recognition (nominated by a student-athlete) (Baseball)
2023/24	Faculty Appreciation Recognition (nominated by a student-athlete) (Softball)

Committees / Clubs

2022-2024 College of Business Outreach & Recruitment
2022-2024 Undergraduate Curriculum Committee
2023-2024 Co-sponsor Information Systems Club

Publications, Working Papers, & Presentations

Machine Learning for Business Schools: A Teaching Note (G. Bittencourt, Z. Jourdan, & J. Claiborne) March 2024 Academy of Business Research Spring 2024 Conference (New Orleans, LA)

Machine Learning Classifiers for Predicting Transit Fraud (J. Claiborne & A. Gupta) August 2018 24th Americas Conference on Information Systems (AMCIS) (New Orleans, LA)

Convolutional Neural Networks to Mitigate Transit Crowd Impacts (J. Claiborne & J. Locke) 2018 PRE-ICIS SIGDSA SYMPOSIUM (San Francisco, CA)

Neural Network Fraud Detection Dilemma: The Curious Role of Activation Functions (J. Locke & J. Claiborne) 2018 PRE-ICIS SIGDSA SYMPOSIUM (San Francisco, CA)

Working Papers

A Machine Learning Approach to Transit Fraud Detection – (J. Claiborne & A. Gupta)

Public Transit Disaster Recovery (J. Claiborne)

Presentations

2023 Presenter – Session 1: Data Visualization
Presenter – Session 2: Low-Code/No-Code Machine Learning
2023 AUM Artificial Intelligence Conference, Machine Learning (Montgomery, AL)

2024 Panelist – Roundtable Discussion: AI in Business and Innovation
2024 Artificial Intelligence in Alabama Higher Education (Huntsville, AL)

2024 Presenter – Data Visualization & AI
2024 Alabama Data Scholars Summer Intern Cohort (Birmingham, AL)

Professional / Academic Memberships

Project Management Institute (PMI)
Association for Information Systems (AIS)

Industry Experience

Summary

15 years of progressively responsible experience developing, analyzing, and managing business information systems, reporting, and processes for a broad range of operations and financial business units.

Built and managed the budget and financial reporting system for the 9th largest public transit authority in the U.S., with an annual operating budget of approximately \$560M and 5,000 employees.

Managed the financial and analytical reporting processes for an international AmLaw top 100 law firm. Supervised a team of analysts that provided scheduled and ad hoc reporting and analysis on approximately \$400M in gross revenues and 600 attorneys operating in 3 countries and 8 states domestically.

Technical skills including:

- Microsoft Power BI
- EPBCS / Hyperion
- Tableau
- Smart View
- Microsoft Access, PowerPoint & Excel (VBA, macros, pivot tables, Power Query/Pivot, etc.)
- Oracle Business Intelligence EE
- SQL (TOAD, SQL Developer, MySQL)
- Minitab
- SharePoint

Industry Experience

2022-2023 Technical Consultant /Contractor (MARTA)

- Provided technical expertise to the Office of Budget & Grants for financial databases, business intelligence dashboards, budget/revenue modeling, and ad hoc query requests.

2021-2022 Sr. Director of Management & Budget (MARTA)

- Directed the staff and operations for Strategic Performance Management, Operating & Capital Budget, Capital Budgeting & Oversight, and Financial Systems (4 managers, 8 analysts, and 1 administrator).
- Provided technical oversight for budget, balanced scorecard, performance dashboards, attendance, and other financial models in support of the Authority's Strategic Vision and Organizational Goals.
- Planned, developed, implemented, and managed the Authority's annual operating budget of approximately \$500M.
- Provided managerial & technical guidance to support the mission, vision, and strategic plan.

- Provided Balanced Scorecard (BSC) Management with the development of the BSC Strategy Map, linking the organizational goals and objectives to the Key Performance Metric Indicators.
- Delivered budgetary and fiscal advisory services to executive and senior management, including productivity and cost containment strategies, review and analysis of proposed organizational and staffing plans, and fintech project management oversight.

2009-2021 Manager of Financial Systems (MARTA)

- Designed and built a comprehensive financial dashboard solution to provide users with complete access to the company's historical, current, and forecasted budget and actual data – approx. \$560M.
- Developed personnel and vacancy dashboards and reporting for historical and current headcounts – approx. 5,000 employees.
- Oversaw the design, implementation, and maintenance of EPBCS (Hyperion) to replace legacy systems.
- Served as project manager for the database applications and reporting tools used to manage the Authority's budget monitoring and analysis functions.
- Prepared financial reports and analysis utilizing historical, current, and forecasted data.
- Identified and implemented system process improvement opportunities and coordination of projects between internal and external staff, senior management, vendors, consultants, and IT.
- Provided staff instruction and training for new and existing financial management systems.

2012-2013 Manager of Financial Reporting & Analytics (Troutman Sanders LLP)

- Provided leadership in the development, maintenance and delivery of performance metrics & reports, financial reports, dashboards, and analysis.
- Evaluated, selected, and implemented new software tools (e.g., Tableau).
- Created, analyzed, and distributed financial reports to firm management and department heads.
- Provided solutions to increase efficiency and accuracy of data management and reporting.
- Performed ad hoc analysis and special projects as requested by management.

2005-2009 Revenue Operations Analyst III (MARTA)

- Supervised Revenue Operations analyst staff to include interviews, hiring recommendations, performance evaluations, and training.
- Created, reviewed, and refined Revenue Operations processes as a senior member of the Revenue Operations staff. Safeguarded transit authority against internal and external theft/fraud.

- Created database queries and functions to replace manual management procedures.
- Reconciled system-wide debit/credit and cash flow activity, approximately \$150M per year. Created forecasting and trend models for the allocation of authority resources.
- Created databases and operations processes to track, record, and monitor revenue collections during and after the Automated Fare Collection (AFC) system implementation.

2003-2004 Quality Control Officer / Loan Specialist (Liberty Mortgage / BB&T)

- Instituted front-end fraud detection/ prevention processes. In the first year of service, these processes were responsible for a potential \$2 million savings in defaulted and/or fraudulent loan packages.
- Reduced fraud prevention staffing costs by 75% by implementing automated processes and revamping procedures.

1995-1999 Non-Commissioned Officer in Charge of Avionics (United States Marine Corps)

- Four-year enlistment as an Aviation Communication / Navigation Technician.
- Trained, monitored, and reviewed a staff of 20 technicians. Oversaw retrofit of classified equipment on approximately 200 military aircraft.
- Exercised Secret-Level Clearance for secure communication equipment encoding.

Awards

10x recipient of the Government Finance Officers Association Distinguished Budget Presentation Award

Nominated for Marine of the Quarter twice

Multiple letters of commendation from squadron and base command