## 18 Belfry Terrace, Lexington, MA 02421

# Linda Boardman Liu

## Developed & taught MBA

#### LINDA BOARDMAN LIU

Boston College: Student Advisor

2012 present

Serve as academic advisor to undergraduate CSOM students. Meet with each student at least once per semester to provide registration data, advising on course selections, internships and job searches. Consistently rec2(M)e strong advisor evalu-56ation ratings: 4.75, 4,8850.

Boston College: Walter H. Klein Busines(M)s Ethics Case Competition

2014

Serve as judge for the undergraduate ethics case competition.

Boston College: Diane Weiss Consulting Competition

2012, 2013, 2014, 2016

Serve as judge for the MBA consulting competition.

Boston College: Lynch Leadership Academy Advisory Board

2012 2013

As a member of the advisory board,

#### Linda Boardman Liu

mic-Practitioner Debate: A False

Boardman Liu, Linda; Anjali

Heineke, Janelle; Larry Meile; Linda Boardman Liu, Jane

p: An Interactive Case/ Exercise Baltimore, MD.

Boardman Liu, L; Paul Berger, Amy Zeng, Arthur to the Of Beijing, China.

Works in Progress

Hospital Outpatient Laboratory

Boardman Liu, Linda; Janelle Heineke Provider and Oustomer Perceptions of Service Quality

Teaching Cases

Depositors Bank & Trust: Capacity Utilization (2006)

with Janelle Heineke

**Teaching Notes** 

Basic Business Analysis (2009)

with Jane Mooney and Jill Avery

Presentations

Boardman Liu, Linda. (2015 Explain What It Means: Communication and Storytelling, invited to chair a panel and participated as Statistics More Effective in Schools of Business miniconference.

reviewed discussion poster.

, State College, PA.

Boardman Liu, Linda. (2014 Learning How to Teach Statistics, invited panelist for Tips for and Experiences with Improving the Learning Experience in and Teaching of Introductory Business Statistics.

, Tampa, FL

Boardman Liu, Linda with Mary Little Shapiro. (2012 Learning by Doing: A Modular Framework for Short-term , San Francisco, CA.

Boardman Liu, Linda. (

, Boston, MA.

Heineke, Janelle & Linda Boardman Liu. (2011 Turning the Core MBA OM Cou, Boston, MA.

Boardman Liu, Linda; Janelle Heineke. (2011, Boston, MA.

### Linda Boardman Liu

Boardman Liu, Linda. (20

, Alexandria, VA.

Boardman Liu, Linda with Janelle Heineke, J.Robb Dixon and Peter, New Orleans, LA.

Boardman Liu, Linda; Anjali

#### LINDA BOARDMAN LIU

New England Telephone, Cambridge, MA Staff Manager, Engineering/Construction 1991 1994

Managed team of 16 engineering support staff.

Developed & implemented job standards to improve service quality and merge two teams.

Reduced backlog of property records updates by 40% over six months; improved work force/load balance, developed streamlined procedures, and implemented extensive cross training.

NYNEX Business Information Systems Company, Burlington, MA Staff Manager, Customer Support Centers

1987 1991

Developed and delivered tools, methods and procedures to sales/support organization.

Designed sales/support modules of integrated order entry/billing/field services system.

Developed comprehensive methods and procedures handbook that was used throughout the division to establish a standard operating environment; designed and delivered training to communicate and drive adherence to standard operating environment.