

William Randy Roy
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Summary of Experience:

Taught MSOM courses since January 2002 and currently employed as a full-time instructor. Courses include:

- Introduction to Operations Management
- Project Management for Operations Managers
- Advanced Project Management
- Operations Management and Global Competition
- Organizing for Change

Experience:

Randy worked at the Federal Express Corporation from 1980 to 2005 in various mid to senior level management positions in the Information Systems organization. He retired in 2005 as Vice President, Network Computing and concurrently, Sr. Vice President of Operations for FedEx Internet Technologies Corporation, a fully owned FedEx subsidiary. His major contributions include the development of FedEx's Customer Service Call Centers, worldwide Internet, Intranet, Extranet and wireless systems and customer relationship management (CRM) technologies.