Dwain Roberson, DHA, MBA

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Professional Summary

Experienced business and healthcare professional with extensive expertise in operations management, strategic leadership, and project management. Equipped with a Doctor of Healthcare Administration and over 19 years of leadership in diverse industries, including healthcare administration, facilities management, and project coordination. I am renowned for my exceptional communication and writing skills and proven ability to articulate complex ideas clearly and persuasively across diverse audiences, fostering collaboration and driving impactful outcomes. Passionate about teaching and mentoring in business administration, healthcare management, project management, marketing, and communication.

Education

- **Doctor of Healthcare Administration (DHA) – Healthcare Administration**
  Virginia University of Lynchburg – Lynchburg, VA
  August 2024
- **Master of Business Administration (MBA) – Organizational Leadership**
  University of Houston – Downtown – Houston, TX
  August 2020
- **Bachelor of Science – Business Management**
  Alabama State University – Montgomery, AL
  December 2005

Academic and Teaching Interests

- Business Management
- Contracts
- Organizational Leadership
- Healthcare Administration
- Project Management and Process Improvement
- Business Operation
- Marketing Strategies
- Communication

Professional Experience

Texas Children's Hospital – North Austin Campus | Austin, TX
Director of Support Services (Dec 2021 – Present)

- Designed, taught, and implemented comprehensive training programs, providing mentorship and professional development to managers across diverse support services departments, fostering leadership growth and operational excellence.
- Provide strategic leadership across Business Operations, Facilities, Environmental Services (EVS), Biomedical Engineering, Supply Chain, Food Services, Safety, and Security departments.
- Enhance operational efficiency through data-driven decision-making and cross-functional collaboration.
- Taught and trained staff in a classroom setting on the regulatory standards required to pass Joint Commission surveys successfully. I ensured compliance and conducted campus-wide education on life safety and the standards of the environment of care.
- Drove innovation and quality in patient-centered care through strategic oversight of food services and biomedical maintenance programs.

Texas State University
Lecturer (Jan 2026 – Present)

- Teach undergraduate class CSM 4369 – Construction Contracts, Liability, Ethics, and Risk

Texas Children's Hospital – North Austin Campus | Austin, TX
Assistant Director of Facilities Operations (Mar 2021 – Dec 2021)

- Spearheaded safety improvements through rigorous inspections and hazard mitigation.
- Developed cost-efficient preventative maintenance programs, reducing downtime and operational risks.
- Negotiated vendor contracts to achieve substantial savings while maintaining service quality.

Texas Children's Hospital – TMC | Houston, TX
Facilities & Operations Project Manager (May 2018 – Mar 2021)

- Managed complex, enterprise-wide projects with teams of up to 26 members, achieving on-time, on-budget delivery.
- Defined and communicated project goals, milestones, and performance standards to diverse teams.

- Strengthened operational outcomes by implementing data-informed strategies and maintaining effective stakeholder relationships.

American Stone Company | Houston, TX
Project Manager (May 2016 – May 2018)

- Drove revenue growth by $1.2M within the first year through strategic project execution and stakeholder engagement.
- Directed multiple projects concurrently, consistently delivering under budget and ahead of schedule.

TAD 3 Enterprises Inc. | Houston, TX
Project Manager (Apr 2005 – May 2016)

- Designed and implemented project management frameworks, ensuring consistency and adherence to best practices.
- Delivered client-focused outcomes, gaining trust and serving as a key communicator in high-stakes projects.

Certifications

- Project Management Professional (PMP) Certification
- Six Sigma White Belt Certification
- Managing Projects with Microsoft Project Certification
- Diversity & Inclusion Certification
- Management Skills & Leadership Development Certification

Skills

- Classroom Management
- Online Curriculum Design and Delivery
- Learning Management System (LMS) Proficiency in Blackboard and Moodle
- Strategic Planning and Execution
- Developing Interactive and Asynchronous Learning Modules
- Project Management and Operations Optimization
- Communication and Stakeholder Engagement

Certification & Professional Affiliations

- Member, Project Management Institute (PMI)
- Member, National Society of Leadership and Success
- Diversity & Inclusion Certification
- Management Skills & Leadership Development Certification
- Six Sigma White Belt Certification

Teaching Philosophy

I am committed to fostering an inclusive and engaging learning environment where theoretical concepts are tied to real-world applications. My extensive professional background enables me to enrich course material with practical insights, preparing students for success in dynamic business environments. I emphasize interactive online learning techniques to create meaningful connections in virtual classrooms, catering to diverse learning styles.