

David L. Butler

Call Center Curriculum Vitae

International Development Doctoral Program

Department of Political Science, International Development, and International Affairs

College of Arts and Letters

The University of Southern Mississippi

Hattiesburg, MS 39406-5108

Phone: 601.266-4735

Email: david.butler@usm.edu

POSITION

- 2004-Present Director, Call Center Research Laboratory (CCRL)
The University of Southern Mississippi
- 2007-Present Associate Professor, Tenured
Department of Political Science, International Development &
International Affairs
The University of Southern Mississippi
- May 2009-May 2012;
Oct 2002-Aug 2005 Director, International Development Doctoral Program
The University of Southern Mississippi
- 2003, June-Sept. Interim Director, Center for Community and Economic
Development
- 2001-2007 Assistant Professor
The University of Southern Mississippi

EDUCATION

- 2001, Aug. Ph.D., University of Cincinnati
Major: Geography
Minors: Political Science, Economics
- 1996, Dec. MS, Texas A&M University
Major: Geography
Minor: History
- 1994, May BA, Texas A&M University
Major: History
Minor: Geography

ACADEMIC PUBLICATIONS

- 2008 Expert Testimony (written and oral) before the US House of
Representatives Committee on Energy and Commerce, regarding HR 1776
“Call Center Right To Know” bill, September 11.
- 2008 “Women's Work: The Home, the Workplace, and the Spaces Between,”
Industrial Geographer, with Perry Carter, Volume 5, Issue 2, pp 1-16.
- 2008 “Debating Race Through the Tourist Plantation: Analyzing a *New York
Times* conversation,” *Southeastern Geographer*, with Josepher Montes,
Volume 48, Issue 3, pp. 303-315.

- 2007 "The Social and Economic Impact of The Call Center Industry in Ireland," in the *International Journal of Social Economics*, volume 34, numbers 3 and 4, with Chuck Jobs and Deena Burris, pp. 276-289.
- 2006 "A Case Study in the Globalization of Jobs in Ireland" in the *International Journal of Social Economics*, with Chuck Jobs, Volume 33, no 10, pp. 666-676.
- 2004 *Bottom-Line Call Center Management: Creating a Culture of Accountability and Excellent Customer Service*," Butterworth-Heinemann Elsevier Business Books (now Elsevier).
- 2004 "U.S. Call Centers: The Undiscovered Country," in *WorldMinds: Geographical Perspectives on 100 Problems*, Kluwer Publishers, Warf, Janelle, and Hansen, Eds., pp. 243-248.
- 2002 "Culture Matters! Retaining Employees and Increasing Profitability: Happy Airways," in Phillips, Patricia P., ed., *In Action: Retaining Your Best Employees*, ASTD Publications, Alexandria, VA, pp. 135-150.

NON-ACADEMIC PUBLICATION RELEASES OR PRESS

- 2006-present Editor and Essayist for the monthly National Association of Call Centers' newsletter *In Queue*.
- 2005-present *State of the Call Center Industry Quarterly Reports*.
- 2005 *State of the Industry Report-Winners and Losers: Change in Call Center Location and Employment 2002-2005*, NACC White Paper #1, June.
- 2002 "Information Control and the United States Airline Industry," Written testimony before the *National Commission to Ensure Consumer Information and Choice in the Airline Industry*, Washington, DC, July.
- 1999 "City Image, Corporate Relocation, and Labor Relocation," for *The Institute for Policy Research, University of Cincinnati* and The Greater Cincinnati Chamber of Commerce, with Byron Miller.

PRESENTATIONS

- 2009 "Call Centers and Economic Development," at the New South Economic Development Conference, Gulfport, MS, September.
- 2009 "Working the Phones: Laboring in the Service Sector as a Call Center Agent" presentation at the Association of American Geographers Annual Meeting, Las Vegas, NV, March, with Perry Carter.
- 2008 Keynote Panelist, International Contact Center Management, Toronto, Canada, October.
- 2008 "Call Centers and Economic Development," at the New South Economic Development Conference, Gulfport, MS, September.
- 2007 "Call Centers and Development" presentation at the New South Economic Development Course, Biloxi, MS, September.
- 2007 "I'm sorry, can you please repeat that? India and the call center phenomena," Presented to Mississippi University for Women's International Series, February 2007

- 2006 Keynote Panelist, International Contact Center Management, Toronto, Canada, October.
- 2006 "Call Centers and Economic Development," at the New South Economic Development Conference, Jackson, MS, September.
- 2006 "Call Center Alignment with Headquarters: Bridging the Chasm," International Contact Center Management, Chicago, IL, August.
- 2006 "State of the Industry Report 2006-Finding Your Center and Its Position within the Dynamic Industry," International Quality & Productivity Center Call Center Week, Las Vegas, NV, June.
- 2006 "An Example of How Communities Can use Broadband to bring Employment to their Communities," at the Annual Rural Development Conference, Oxford, MS, May.
- 2006 "Call Centers and Economic Development," at the New South Economic Development Conference, Jackson, MS, January.
- 2005 "State of the Industry," Invited Presentation to the Middle Tennessee Call Center Alliance, Nashville, TN, July.
- 2005 "Call Centers as a core competency within an organization," Invited Presentation to Omega Management Group, SCORE Conference, Boston, MA, April.
- 2005 "Losing the Customer" Invited Presentation to the ASMI Call Center Performance Conference, American Strategic Management Institute, Orlando, FL, March.
- 2004 "Staying Competitive in a Globalizing Industry," at the Gulf South Call Center Conference, keynote address, Gulfport, MS, October.
- 2004 3 workshops at the Gulf South Call Center Conference, Gulfport, MS, October.
- 2004 American Conference Institute, invited speaker, Offshore Outsourcing, New York City, NY, October.
- 2004 "Report on Call Center Outsourcing," Managing Globalization: The Role of the Business and the State, Gulfport, MS, October.
- 2004 "Losing the Customer," Invited Presentation to the National Quality Review Annual Meeting, invited speaker, Boston, MA, September.
- 2002 "Travel Agents and US Airlines" presentation to the Commonwealth Business Travel Group, New York City, NY, November.
- 2002 "Information Control and the United States Airline Industry," a presentation before the National Commission to Ensure Consumer Information and Choice in the Airline Industry, Washington DC, July.
- 2001 "Call centers, Economic Development and Dispersed Economic Activity: A Study of Albuquerque, New Mexico," Applied Geography Conference, Fort Worth, TX, November.
- 2001 "Concentration, Dispersion, Networks and IT: A Case Study of Call Centers in the United States," Digital Communities 2001 Conference, Chicago, IL, November.
- 2001 "Pink Collar Ghettos?: Women, Call Centers and Dispersed Economic Activity," Association of American Geographers Annual Meeting, New York, NY, February.

- 2001 Organizer for a session on “De-Agglomeration, Dispersion, Networks, IT and the Local-Global Nexus” at the Association of American Geographers Annual Meeting, New York, NY, February.
- 1999 “Telecommunications, Flexible Accumulation, and Pink Collar Ghettos,” Association of American Geographers Annual Meeting, Honolulu, Hawaii, March.
- 1998 “Telecommunications in the Airline Industry,” Association of American Geographers Annual Meeting, Boston, MA, March.

FUNDING AWARDED

- 2007 “Continuation of the MDES Call Center as a Virtual WIN Job Center,” Mississippi Department of Employment Security, \$100,000.
- 2006 “The creation of MDES Call Center as a Virtual WIN Job Center,” Mississippi Department of Employment Security, \$70,000.
- 2004 “Development of the Call Center Study in Mississippi,” Mississippi Development Authority (MDA), \$30,000.
- 2004 “Development of the Call Center Research Laboratory,” USM Research Foundation, \$2,000.
- 1999-2001 US Department of Transportation Dwight David Eisenhower Doctoral Research Fellowship, \$48,000.