

Dr. Justin Wood, Th.d., CJME

820 W Danforth Rd, Ste A26
Edmond, OK 73003

EDUCATION

Doctorate in Theology (Th.d.)

Christian Apologetics Network
Graduated: Magna Cum Laude
May 2010

Course Studies

Northwestern Bible College and Seminary
Biblical Studies
2008 - 2009

American Bible College and Seminary
Biblical Studies
2007 - 2008

Israel Institute of Biblical Studies
Biblical Hebrew (reading, writing, interpreting and understanding)
2020-Current

Bachelor's in Criminal Justice Management and Ethics (CJME)

Mid-America Christian University
Graduated: Cum Laude
December 2007

Undergraduate

Oklahoma State University - OKC
Computer Science – Programming
Business Management
1994 - 1996

Rose State College
Computer Science – Programming
Business
1990 - 1993

ALTERNATIVE DISPUTE RESOLUTION CREDENTIALING

Texas Mediator Credentialing Association
Distinguished Mediator - Highest Level
2016 - Present

Great Plain Mediation Arbitration Association
Superior Mediator - Highest Level
Superior Arbitrator - Highest Level
2015 - Present

Brav Online Conflict Management
Certified Online Mediator and Arbitrator
2017 - Present

Credentialed Mediator
Oklahoma, Texas, Kansas, Missouri Supreme Court
2014 - Present

ALTERNATIVE DISPUTE RESOLUTION TRAINING AND OTHER CERTIFICATIONS

Credentialed Family and Divorce Court Mediator 2015
Oklahoma Supreme Court - Administrative Office of the Courts
40 Hours CLE – Certified (OK)

Family and Divorce Credentialed Mediator 2015
ADR Services International, Inc
24 Hours CLE – Certified (TX, MS, FL)

Oklahoma Credentialed Court Mediator 2014
Oklahoma Supreme Court - Administrative Office of the Courts
20 Hours CLE – Certified (OK)

Credentialed Civil Mediator 2014
ADR Services International, Inc
40 Hours CLE – Certified (TX, MS, FL)

Environmental Protection Agency (EPA) 2012
RRP Certified
Certified for the testing, removal, remediation, safety procedures and disposal of lead-based paints and other hazards.

Oklahoma Department of Food and Forestry 2016
Certified Applicator
Certified application specialist for pesticides and other chemicals

Supplemental ADR Training - (*minimum 6 hours Required - TX - SB 539)
Restorative Justice
Domestic Violence*
Child Abuse*
Sex Trafficking*
Crisis Management
 Including Hostage - (CM-H)
 Including Armed Assailant - (CM-AA)
 Including Suicidal - (CM-S)

Numerous CLEs per third-party Credentialing Requirements Current
15 mediation / 3 ethics yearly - **Plus** - 5 arbitration / 2 ethics yearly

- American Bar Association
- Oklahoma Bar Association
- Texas Association of Mediators
- Texas Mediator Credentialing Association
- Great Plains Mediation Arbitration Association
- Heartland Mediation Association

RESEARCH EXPERIENCE

American Bar Association, Alternative Dispute Resolution Section
Linda Seely, Director, Section of Dispute Resolution 2017

- Built a database of all available bar associations, law schools, ADR organizations, ADR training organizations and other ADR resources for the use of the ABA.

American Bar Association, Alternative Dispute Resolution – Reflective Practitioner Group (ADR-RPG) power point presentation
Ava Abramowitz, George Washington School of Law 2017

- Developed and built a presentation for the ABA Membership Engagement Committee to highlight and teach mediators how to setup and hold an RPG group in their area.

American Bar Association, Mediator’s Toolkit – www.ADRToolKit.org
Anna Rappaport, Excelleration 2017

- Co-produced a resource kit and site for mediators to find various forms, information, ethics, tactics, skills, and how-to forum.

American Bar Association, Arbitration Toolkit
Ashly Scheufele, Fitch Law Partners LLP 2018
Co-producing arbitration forms, intake, rules and other resources for arbitrators.

TEACHING EXPERIENCE

American Bar Association 2016-2018
Member

- Ombudsman and Mediation liaison to the law schools in the central United States.
- Law student consultant in ADR ethics, ministerial dispute resolution & online mediation and arbitration procedures.
- Consultant to ABA members to setup and develop Online Dispute Resolution (ODR) systems for implementation into private and court systems.

Great Plains Mediation Arbitration Association 2015 – Present
Certified Education – Contracted Director

- Developed and taught various courses in ADR to effectively communicate the process, requirements, and ethical standards for numerous ADR and ODR subjects.
- Developed and taught multiple courses in business relating to management, negotiation, conflict resolution, conflict reduction and ethics.
- Developed quizzes, exams, homework, certificate, credentialing and follow-up for participants, trainers and organizations.
- Developed and implemented procedures for bar credentialing. Currently have State Bar credentialing approvals with over 14 states.
- Training programs are 80% online and 20% in-person.

**Brāv Online Conflict Management
Certified Education - Contracted Director**

2016 – 2018

- Developed a completely new training program for business and ADR professionals where at its launch in Fall of 2018, it will allow numerous trainers to sell courses for business, ADR, psychology, marketing, and online management.
- Developed a training program which embodies online, in-person and correspondence training to a world-wide market with coordination directors in the United States, Europe, Italy, India, Canada, Australia and South America.

**Various Management and Staff Training
Entire work history**

1988 – Present

- I have been involved in training, giving instruction, teaching, presenting, etc. for every position within my work history since age 17. I have developed, produced, taught, etc. in most every fashion from efficiency to procedure/process and from HR to staff/management training.
- I was sent to customer service training and received 3 certifications for customer service specialist (Basic – Advanced - Managerial) and then returned to the place of employment to create customer service training, customer dispute resolution and management/employee relation programs. I have used this training throughout my career and have updated these methods over time to create even more effective methodologies.

PRESENTATIONS AND INVITED LECTURES

**American Bar Association - ABA Section of Dispute Resolution Spring Conference
Minneapolis, MN – April 10-13, 2018 – Mediation, Ethic, Skills - Who is the Client?, 2018;**
Mediation CLE presentation to the ABA members, attorneys and layman.

Oklahoma Bar Association - ADR Section – June 8, 2018; Mediation Ethics CLE
presentation to the OBA, attorneys and layman.

Mediation Week, 2019, 2018, 2017, 2016, 2015; Personally, presented a week-long 1 hour
approved CLE of mediation training including ethics in-person with live and recorded
broadcasts.

- Co-Sponsored by American Bar Association, Brāv, Lawful Talks, PhloxADR, Prerna Foundation, GPMAA.

Arbitration Week, 2019, 2018, 2017, 2016; Personally, presented a week-long 1 hour
approved CLE of arbitration training including ethics in-person with live and recorded
broadcasts.

- Co-Sponsored by Brāv, Lawful Talks, PhloxADR, Prerna Foundation, GPMAA.

University of Oklahoma School of Law – November 2018; Arbitration Judge for the ABA
competition held at the University of Oklahoma – School of Law.

Oklahoma Bar Association – March 2018; Mediation Judge for the Mediation Showcase held at the University of Oklahoma – School of Law.

University of Oklahoma – School of Law – 2017, 2016; Mediator for nationwide law school competition.

PhloxADR and GPMAA – 2015 – Present; Presented numerous in-person and/or online presentations on: mediation, arbitration, ADR, ethics, ODR, office conflict reduction, management, Ombudsman, etc.

Ombudsman Creation – Contracted to create ombudsman office and/or process for several businesses within the United States to embody in-house, out-of-house or online ombudsman.

Numerous speaking engagements to private / corporate businesses and churches on ADR / ODR implementation including in-person and webinar, some included creation of systems.

Co-Author of several articles and publications through Brāv Online Conflict Management in conjunction with Dr. Buddy Thornton and Dr. Christopher W. Smithmyer.

Interviewed as the main character for a television show relating to mediation in 2017 and have been interviewed via TV and radio numerous times over the past 20 years relating to conflict management, social issues and ministerial. Several small articles or snippets published in “The Huffington Post” as related to posted questions and article requests.

Assisting and writing forward for Dr. Buddy Thornton with his book: Observations from the Slippery Slope” - a Contemporary Society Through the Lens of Applied Ethics and Morals, by proof reading, suggesting and researching citations.

PROFESSIONAL AFFILIATIONS

American Bar Association (ABA) – Several Committees Mediation, Court ADR, Arbitration, Ethics, Ombudsman, etc.	2014-Present
Oklahoma Bar Association (OBA) Member of the ADR and Family Law Sections	2015-Present
Oklahoma Early Settlement Program (OESP)	2014-Present
Texas Association of Mediators (TAM)	2014-Present
Heartland Mediation Association (HMA)	2015-Present
Association of Missouri Mediators (AMM)	2016-2017
Texas Mediator Credentialing Assoc. (TMCA)	2014-Present
Great Plains Mediation Arbitration Assoc. (GPMAA)	2014-Present
SW Conflict Resolution Network (SWCRN)	2016-Present
Harvard School of Law - Program on Negotiation (PON)	2015-Present
ADRHub – Creighton School of Law (ADRH)	2016-Present
Robotics, Artificial Intelligence, and Law (RAIL)	2016-Present
Association for Conflict Resolutions (ACR)	2014-2017

PROFESSIONAL EXPERIENCE

Phlox Corporation

2006-Present

Chief Executive Officer

Edmond, OK

- Responsible for monthly oversight of corporate operations, budgets, field crews, vendor coordination and management of property services.
- Responsible for quarterly reporting, accounting, and account receivable / payable.
- Responsible for route tracking, software management and crew production.
- Responsible for equipment maintenance schedules, purchasing, repair orders, parts, scheduling heavy equipment, licensing and insurance.
- Responsible for oversight of corporate reporting.
- Responsible for coordinating with the County Sherriff in multiple counties for eviction services, unauthorized entry and break-in reporting.
- Perform Commercial Property inspections to report damages, repairs, report vandalism, insurance claims, and coordinate with insurance inspector, police, fire marshal, code enforcement and realtors.
- Perform Commercial Investigations on break-ins, theft, loss prevention, vandalism and insurance claims to make recommendations to prevent further or stop current issues and implement approved recommendations including staff training and coordinate with contractors to perform changes as needed.
- Perform Residential Inspections on properties to report damages, repairs, report vandalism, insurance claims, and coordinate with insurance inspector, police, fire marshal, code enforcement and realtors.
- Responsible for Cash-for-Keys and other vendor programs dealing with repossession.

Phlox Corporation – DBA: PhloxADR

(2006) 2014-Present

Lead ADR Specialist

Edmond, OK

- Responsible for oversight of budgets, advertising, marketing and branding.
- Responsible for oversight of training, ethics and ADR / ODR services.
- Responsible for development of mediation, arbitration and other forms.
- Responsible for constructing methodologies and training for arbitration, mediation, negotiating, ombudsman and other ADR services.
- Responsible for development of programs, on a contract basis, to develop protocols for individual companies to reduce their loss, staff complaints, inappropriate actions of management, improve vendor relations and set procedures to reduce of conflict.

JW Consulting

2004-2010

Owner

Oklahoma City, OK

- Responsible for consultation of more than 1,000 businesses / corporations to improve cashflow, staff morale, sales, efficiency and conflict reduction methodologies.
- Responsible for training and development of staff operations to improve function.

- Responsible for creating and implementing procedures to stop inventory loss, theft and inappropriate actions from staff or management.
- Responsible for investigations to identify loss, theft, damages, derogatory customer reports, and staff or management claims of harassment and report to upper management or owners as to finding with recommendations to correct the problems while implementing approved recommendations.

Mortgage Capital Lending

2003-2004

Chief Information Officer

Bethany, OK

- Responsible for all corporate software and training.
- Solely responsible for building new software for mortgage marketing and giveaways.
- Responsible for maintaining control of corporate reporting and training of lending reports to governmental offices of \$250,000,000/monthly.

Immanuel Technologies Inc.

1997-2003

President

Oklahoma City, OK

- Responsible for entire operation of a multimillion-dollar corporation.
- Development of new software for data transference and operation.
- Responsible for sales, purchasing, budgets, accounts payable / receivable oversight.
- Responsible for staff and management training.
- Development of new dispute resolution system for vendors and staff.

Amerivision Communication Inc.

1992-1998

Senior Programmer and Data Analyst

Oklahoma City, OK

- Development of new software for a \$77 million-dollar monthly corporation to coordinate between the major telcos and sub-vendors.
- Development of new printing and mailing software to reduce costs by over \$1.6 million-dollars per month.
- Development of new sales / marketing database and GUI which improved sales operations by over \$4 million dollars.
- Development of 3 different software packages for political candidates to input donations, track leads, payout commissions and open new markets.
- Responsible for processing and distribution of over 2 million new records per day from NPOs / NGOs.
- Responsible for coordination with national phone and address verifying companies and coordination of those verifications to the lists and telemarketing companies.
- Development of new software for safe storage of credit card, bank account and personal information.
- Development of new security software for swipe card and chip identification which limited access to the corporate buildings (7), offices, secure areas, elevators, computers and tracking of individuals.

- Management for Braum's and Burger King Prior to 1992
- Responsible for store operations and staff.
 - Responsible for store inventory, accounting, purchasing, banking and payroll.
 - Responsible for EPA and Dept of Health inspections.
 - Developed new customer dispute resolution procedures for instore operations.
 - Developed new employee and management dispute processes, today called HR.
 - Developed new customer service standards and process for handling hostile interactions with customers to de-escalate situations.
 - Employed as Clean-up Manager who was sent to stores experiencing inventory loss, money shortages or damages to identify and report back to corporate or private investigators to collect evidence for termination and/or prosecution.
 - Responsible for creating and implementing protocols for loss prevention, theft, injury prevention, property damage and store shortages after identifying issues.

COMMUNITY SERVICE

- Oklahoma Early Settlement Program**
Civil and Family Mediator, Central and North Programs 2014 - Present
- NAFCM: National Association for Community Mediation**
Community Mediator, Oklahoma and Online 2014 - 2016
- PhloxADR**
Low Income Mediation Program, Oklahoma 2014 – Present
- YMCA**
Boys and Girls Volunteer Basketball Coach, Oklahoma 2007 - 2011

COMPUTER SKILLS

Highly competent in Microsoft Office (Word, Excel, PowerPoint, Access, Publisher); Fluent in MS Windows with experience in OS/2, Mac, Apple, Linux; high knowledge in Corel Draw, Photo Paint and Video Studio; and enumerable other software. I have a broad background in networking, PCP/IP, private networking, FTP, ISDN, VPN, etc. I can program in 14 different languages (code bases) among them are C, C++, C#, Visual Basic, FoxPro, PHP, etc.

INVESTIGATION / INSPECTION SKILLS

Performing various inspections and investigations in multiple venues and documenting evidence via written reports including photo/video evidence from both in-person and surveillance sources. Performing commercial building and residential home inspections with ISO compliance to a high level of competence identifying damage, loss, claim, and conduct interviews to collect additional information to make proficient recommendations or report. I have an attention to detail and a desire to fully document the entire situation to allow for a complete understanding while creating a prevention plan.

MANAGEMENT SKILLS

I have managed and supervised office and in-field staff from 1 to over 800 persons including employees, sub-contractors and volunteers in various functions from office staff, programmers, general employees, instructors, equipment operators, phone operators, volunteers and business professionals. I have developed ministerial programs, ran totally by volunteers, in various organizations to effectively accomplish the desired goals.

My management style is a hybrid Consultative / Persuasive style with hands-on plus visual and personal instruction including follow-up with evaluation in efficiency. I believe people want to do the best job they can and must have the best information to do their job. Efficiency is the key to removing the stress from the job and making a tough job easier. Listening to suggestions will produce better ways of improving office morale while giving ownership to staff and creating efficient processes to reduce the workload while enhancing time and resource management.

PROFESSIONAL REFERENCES

KAREN WHITE, BS-PSYCHOLOGY, (MS-CONFLICT RESOLUTION – ACU)

14407 N PENNSYLVANIA AVE APT Q
OKLAHOMA CITY, OK 73134
405-246-5136

Dr. Buddy Thornton, MA-HSC, BS-AHS, (ABD)-DBA-Exec Leadership

8525 W CLARENDON AVE
PHOENIX, AZ 85037
480-861-1371

Dr. Christopher W. Smithmyer, LLM, JD, MBA, MA

1469 SCHOOLHOUSE DR
DYSART, PA. 16636
724-422-7594

To Whom it May Concern:

I am glad to give my colleague, Dr. Justin Wood a positive reference to continue his work as a conflict management professional. My information is below:

Dr. Christopher W. Smithmyer, LLM, JD, MBA, MA
[1469 schoolhouse Dr.](#)
[Dysart PA 16636](#)

724-422-7594
cwsmithmyer@gmail.com

Title: Strategic Recourse Development Coordinator and lead consultant Brav Online Conflict Management.

If any more information is needed please let me know and also let me know when you want to chat about how Justin is the ideal candidate for this job.

Best Regards
Chris Smithmyer