

Education

Master of Business Administration, 1999
Emphasis: Information Technology
University of Massachusetts, Amherst

Bachelor of Science, 1985
University of Utah, Salt Lake City, UT
Major: Finance, Minor: Economics
Graduated Cum Laude

Business Experience

Director, Technology Support and Service-- 9/1999 to present

University of Massachusetts Amherst, Isenberg School of Management

Technology Director for Isenberg School of Management. Responsible for of the technical strategy of the Isenberg School of Management (ISOM). This includes management and project-based supervision of TSS employees involved in the implementation, service and maintenance of the IT infrastructure. Manage the group's budget and establish IT policy recommendations. Create and implement security policies and procedures for the School's IT needs.

- Create policy for computer use and hardware standards. 500 computers, 8 labs and 12 servers.
- 28 different software packages are supported, mostly deployed through Kace management software and Active Directory.
- Provide support for Salesforce CRM for on campus and online programs. Tableau used for data analytics to assist with strategic business decisions.
- Hold workshops to train faculty and staff. Workshops include: Excel, Word, Email, use of new technologies, etc.
- Supervise staff of 7 full time employees, 25 student workers.

Computer Consultant -- 9/1993 to 9/1999

Amherst, MA

- Self-employed computer consultant. Clients included Creative Sport Solutions and Audience Analysts. Created turnkey computer programs in Visual Basic for DOS to gather survey data. The programs have been used to collect market research data on-site for national sports organizations including the NBA, MLB, LPGA, NHL, and Hoop-It-Up.

Systems Analyst, Verizon -- 9/1987 to 5/1992

Durham, NC

- Analyzed and implemented computer-based solutions for various departments. Performed systems requirement analysis that included cost-benefit studies as well as procedure changes.
- Instructor for microcomputer software. Areas of support included spreadsheets, database managers, communications packages, word processors, and desktop publishing packages.
- Supervised Local Applications Development group. Created turnkey database computer programs using dBase for internal departments and Verizon customers. Trained end-users.
- Wrote and published a bi-monthly, in-house technical computer newsletter for 20,000 employees in six states.
- Trainer and customer support for Enhanced 911 emergency response product. Interfaced with Verizon customers to provide technical solutions for emergency 911 configurations. Duties included installation of computer software, telephone support and customer training.

Systems Accountant, Montgomery Securities -- 10/1985 to 7/1987

San Francisco, CA

- Hired as general ledger accountant responsible for all ledgers, bank accounts, and reports for the Securities and Exchange Commission as well as coordinator for yearly audit by Arthur Andersen.
- Acted as liaison between CFO, programmers and end-users in determining necessary computer system requirements. Developed inter-departmental menus resulting in elimination of paperwork and confusion between departments. Reduced yearly audit costs 20% by adapting forms to computerized financial reporting system. Adapted and streamlined workload from manual to computer system by maximizing software capabilities resulting in reduction of staff.

Money Manager, R.C. Roberts Company -- 3/1985 to 9/1985

San Rafael, CA

- Controlled daily cash flow for 15 subsidiary real estate investment companies requiring use of spreadsheets and a mainframe accounting system. Managed all company loans. Coordinated refinancing and maintained amortization schedules.

Computer Consultant, University of Utah, College of Business --11/1982 to

2/1985 Salt Lake City, UT

- Aided faculty and students in use of computers, including programming in Basic and various software applications. Included trouble-shooting software problems for faculty and students and giving workshops. Worked with Novel network. Wrote user manuals.

Publications

Milne, Susan C. and Ronald P. Courtney (1999), "Pier 39 Licensed Products Stores", Cases in Sport Marketing, Jones and Bartlett: Sudbury, MA.

Ball, Leslie, George R. Milne, Susan C. Milne (1999), "Measuring Internet Presence: How do Massachusetts Companies Compare with the Nation's Best", *Massachusetts Benchmarks*; 2:4, 18-22.

Courses Taught

Introduction to Business Information Systems 6/2005 through 5/2009.

Strategic, tactical, and operational applications of information technology are explored including management information systems, decision support systems, business intelligence and electronic commerce. As a knowledge worker, students are taught how to use technology in terms of databases, spreadsheets, networks, hardware and software to help a company gain competitive advantage. Labs and homework focus on using Microsoft Excel to increase productivity and analyze information.

Data Management for Business Leaders 2011 through present

The ability and desire to manage and visualize data has accelerated the move of knowledge from our minds and onto the screen. This presents both new opportunities and challenges for business. This course teaches how to manipulate data and use data management tools to increase productivity, create systems for data analysis and present visual analytics for decision-making. Learn how to efficiently manipulate, format, and automate data using Excel pivot tables, Power Queries, macros, and formulas. Build customized reports and interactive dashboards using charts and conditional formatting. Integrate Excel data with auxiliary programs such as VBA and MS Access.