

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

Experience

Senior Lecturer, Operations and Information Management – 1/2025 to present
University of Massachusetts Amherst, Isenberg School of Management

Lecturer, Operations and Information Management – 9/2021 to 12/2024
University of Massachusetts Amherst, Isenberg School of Management

Director of Instructional Technology – 9/2021 to present
University of Massachusetts Amherst, Isenberg School of Management

Lead the Isenberg School's efforts in the strategic development and implementation of innovative course design, development, and delivery in both on-campus and online programs. This includes the cultivation of best practices in instructional design and innovation in support of the incorporation of effective pedagogy for the purpose of improving better learning outcomes for students.

Director, Technology Support and Service – 10/1999 to 8/2021
University of Massachusetts Amherst, Isenberg School of Management

Technology Director for Isenberg School of Management. Responsible for conceptualizing and implementing the technical strategy of the Isenberg School of Management (ISOM) in collaboration with Senior Management. This includes management of TSS employees involved in the implementation, service and maintenance of the School's IT infrastructure. Manage a \$1.9 million-dollar budget. Establish IT policy recommendations. Create and implement security policies and procedures.

- Created policy for computer use and hardware standards consisting of 500 computers, 8 labs and 12 servers.
- Supported 28 software packages, mostly deployed through Kace management software and Active Directory.
- Responsible for Service Now ticket system and IT Help Desk of up to 100 daily tickets.
- Held workshops to train faculty and staff in use of technology in support of teaching and learning. Workshops included use of new technologies and best practices.
- Supervised 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.

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.

Awards, Fellowships and Publications

Isenberg College Outstanding Teaching Award – 2024

Two Isenberg faculty members each year are recognized for the efficacy and creativity of their instruction, as well as the impact they have on students, their mastery of their subject and scholarship, and their engagement in activities that improve teaching.

Distinguished Teaching Award – 2024

Nominated for the UMass Distinguished Teaching Award (DTA), a student-driven recognition of teaching on campus.

Isenberg Digital Teaching Award – 2022

Student-nominated awards for instructors who have used digital technology to improve teaching and learning at Isenberg. The goal is to recognize instructors for their innovations and give the Isenberg community the opportunity to further learn from their practices.

Instructional Innovation Fellowship – 2022 to 2023

Selected to participate with 11 UMass instructors across disciplines who are engaging in creative teaching practices to share their ideas with and learn from other UMass instructors. Modeled on the internationally renowned Teach Meet approach, IIF Fellows participated in a community of practice and rotated presenting their innovative teaching methods and approaches related to topics such as creating dynamic lectures, assessing students, and developing engaging activities.

FlexLearning Fellows – 2021 to 2023

Selected to participate as part of a learning community across many departments. The goal of this fellowship was to evaluate and share best practices for flexible teaching and learning build departmental and disciplinary expertise, identifying approaches that are most appropriate for our department's flexible learning projects. We explored course design models for flexible learning to support departmental and/or course needs.

Isenberg Teaching Fellowship -- 6/2020 to 6/2021

One of five Isenberg educators to receive the first-time Isenberg Teaching Fellow, an annual award that recognizes the innovative application of new technologies in the classroom. Held workshops focusing on best practices in teaching, held one-on-one consulting sessions and conducted surveys of faculty and students regarding their teaching/learning experiences.

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 Using Spreadsheets 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.