
James Miller, M.S.
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Academic Background

M.S. Capella University, 2006.

B.S. Oberlin College, 1970.

Qualification

Instructional Practitioner

Professional Memberships

IEEE, 1994-present

Relevant Courses Taken

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Data Science in R. October 29-30, 2016 in Chicago, IL. Intensive two-day workshop with hands-on programming in R.

Foundations of Data Science: Computational Thinking with Python. April-May 2018 from Berkeley EdX (Certificate)

<https://courses.edx.org/certificates/e7173f85d39047b384c98ae7902eaf4e>

Foundations of Data Science: Inferential Thinking by Resampling. May-June 2018 from Berkeley EdX (Certificate)

<https://courses.edx.org/certificates/134d2ab20e544ae091e462c38da5ffe4>

Foundations of Data Science: Prediction and Machine Learning. May-June 2019 from Berkeley EdX (Certificate)

<https://courses.edx.org/certificates/9d1cdafd1df24c4792e2329fa17cfd3b>

Work Experience

Work Experience

Adjunct and Clinical Professor Dominican University, Dominican University (May, 2005 - Present), River Forest, Illinois. Teach Information Systems Courses online and face-to-face (Programming, Systems Analysis, Database Design, Project Management and Enterprise Resource Planning, LAN Administration, Management Information Systems, E-Commerce Web Development); Coach students in Lab Sessions and in Independent Projects

Independent Consultant, Systems Development (2004 - Present), Evanston, Illinois. Build database-driven web sites. Design and implement reporting systems using Microsoft SQL and Office.

Adjunct, Morton College (September, 2003 - August, 2006), Cicero, Illinois. Taught Introduction to Programming Logic, Excel, HTML, and Java; Coached students in Lab Sessions

Vice President, Wynwyn.com (October, 1998 - December, 2002), Chicago, Illinois. Managed Customer Support. Supervised development of training material for new support representatives; Designed, implemented and administered several large relational databases; Supervised the design and construction of the Visual Basic toolset to maintain the large databases; Designed and built SQL based system to merge large commercial files with Wynwyn's databases;

Explained the details of all of Wynwyn's software to customers, potential customers and investors.

Director of Process Assurance, System Software Associates (January, 1996 - September, 1998), Chicago, Illinois. Built a training facility and established and ran a program to educate 500 R&D people in SSA products and relevant technologies; Established and ran a department to create technical documentation and to work with pharmaceutical clients to audit SSA's software development processes; Managed the Global Helpline (100 people) for four months while Manager was on leave.

Director of Tools Development and Object Architecture System Software Associates, System Software Associates (August, 1992 - December, 1995), Westmont, Illinois. Directed the CASE (Computer Aided Software Engineering) Laboratory (70 people); Enhanced the CASE Product Line to allow it to be used to generate UNIX/C/SQL code from the same specifications that were being used to generate AS/400 RPG code; Created a separate team to build the next generation tools and staffed it with outside hires and internal transfers.

Associate Partner, Andersen Consulting (September, 1990 - July, 1992), Chicago, Illinois. Managed a team to build a Mainframe Assembler Reengineering Workbench using SUN Workstations; Managed the process of transferring advanced technology from the Andersen Consulting Research Lab into software development groups

Manager, Andersen Consulting (Accenture) (July, 1976 - August, 1990), Chicago, Illinois. Lead the effort to build, rollout and support Andersen Consulting's DESIGN! CASE tool. Duties ranged from product planner to lead architect to department manager over a five-year period. Team grew from 3 to 60 people; Managed team to deliver a major upgrade to the firm's technical training materials and classes. Team members included Instructional Designers, Technical Writers and Staff Consultants. Personally wrote many technical topics; Managed a major system design effort at a UN Agency in Geneva, Switzerland; Provided technical consulting to numerous clients in areas of computer performance, report writing, and use of Andersen Consulting software.

Staff Consultant, Andersen Consulting (Accenture) (July, 1971 - June, 1976), Cleveland, Ohio. Designed, programmed and tested critical components of a report writer compiler in IBM mainframe assembler language; Provided technical consulting to Cleveland office clients. Specialized in large system performance and data center management

Consulting Experience

2018: North Shore Choral Society, Redo website with modern technology. Keep existing site running until new site is ready, Evaluate new technology environments and pick one for this project (Wix). Work with volunteer to integrate new web site with existing databases, recordings, and past seasons concert information. Manage ownership and access to the Wix account. Work with existing web hosting company (a2hosting) to address problem of bulk mail being sent from our account and to address a denial of service attack. Make changes to existing web site to reduce security risks.

2017: North Shore Choral Society, Re-host web site and recruit and train additional volunteer web site maintainers., Automate which ticket choices are displayed based on concert dates. Attend CiviCRM conference (5 days) to determine future direction of CiviCRM and how we can exploit it in the future. Prototype moving CiviCRM to a new content management system (Drupal). Decided not to do it. Recruit volunteer to maintain public portion of web site. Train and support volunteer and improve system of rights and permissions to facilitate more workers. React to a hacking attack on the site and block IP addresses of the attackers and then repair the damage. Find a new host for the web site with better protection and the ability to support our operating environment. Relocate the entire web site and all databases and systems to the new web host. Keep Board informed on re-hosting process and costs.

2016: North Shore Choral Society, Consolidate and integrate technology into communications and operations. Provide information for grant applications, Produce an inventory of all technical assets (software, databases, google accounts, hosting accounts, shared data and groups). Create new member communications - frequent eBlasts and weekly Blue Notes. Collect all job descriptions, review with Board Members, and propose some changes based on the new features in the donor and member systems. Maintain a calendar for members only on the web site. Setup system to use CiviCRM relationship to track all Board Member contributions for grant applications. Update public web site to show all Officers, Directors and Volunteers. Build major Excel Spreadsheet for member registration and attendance at rehearsals and concerts and populate from member management system. Design and program a system to keep CiviCRM and MailChimp in sync.

2015: North Shore Choral Society, Convert to new Donor Management System, Establish a mass emailing system with connection to Member Management System, Plan for new system to send emails to members and donors. Selected Mailchimp and built bridge to CiviCRM. Plan and manage a major upgrade to Joomla 3 to support CiviCRM. Select and use outside contractor JoomlaShack for the conversion. Establish new procedures and selection criteria for patron mailings with the fund-raising team. Train the new ticketing team in the use of PayPal reports generated from the web

site. After Joomla upgrade, upgrade CiviCRM to version 4.6.8 for security and stability.

2015: McGraw Hill, Produce analytics videos, Both Anne Drougas and I worked on producing these videos which were reviewed by McGraw Hill and distributed with a text book. Videos still available in my Dropbox.

2015: Dominican University, Support and Upgrade mentorvention.com website, Upgrade WordPress to 4.3. Monitor backup processes. Add email forwarders to support receiving email and mentorvention.com address.

2014: North Shore Choral Society, Consult on website, software and database strategy, plan and manage implementation, Evaluate commercial hosting options for donor management and the web site. Automate backups. Establish ftp upload system with security for rehearsal recordings. Train the rehearsal recording person. Develop and implement a major software upgrade plan (Joomla and CiviCRM). Enhance web site to take donations with a single "Donate" button. Design an approach to record donations to restricted funds in the new donor management system. Train volunteers to enter donor and member information.

2014: Dominican University, Support and Upgrade mentorvention.com website, Upgrade to new versions of WordPress. Establish and operate offsite backup procedures on a commercial web host for the mentorvention.com web site which is used in teaching.

2013: North Shore Choral Society, Convert North Shore Choral Society systems to CiviCRM, License a public web host for the North Shore Choral Society. Install the open source system CiviCRM on the public web host. Establish and operate backup procedures. License an SSL Certificate to encrypt communications to and from the system. (Note: Conversion from dBase and production use of CiviCRM is planned for 2014).

2012: North Shore Choral Society, Setup Member and Donor Database for use by multiple people, Establish operations of the North Shore Choral Society dBase Member and Patron database system on a computer accessible by multiple individuals over the internet using LogMeIn Pro and LogMeIn Ignition. Help members needing access to install required software and train as required.

2004 – 2012: Independent Systems Development Consultant

Teaching

Courses Taught

Courses from the Teaching Schedule: ADV COMPUTER BUS APPLICATIONS, DIRECTED STUDY, FIELD BASED PRACTICUM, MANAGEMENT INFORMATION SYS

Courses taught, but not in the Schedule:

- BAD345 Management (Dominican)
- FIN490/MGMT491 - Special Topics in Management and Finance (Excel, R. SQL, Project, Regression)
- GBIS710 Introduction to Programming (used Java)
- GBIS722 Systems Analysis and Design
- GBIS741 Business Database Systems
- GBIS744 LAN Administration
- GBIS747 ENTERPRISE SYSEMS & PROJECT MANAGEMENT
- GBIS751 E-COMMERCE & WEB APP DEVELOPMENT
- GBIS755 Mobile Application Development
- LAS377 Junior Seminar - Making a Buck vs. Making a Difference.
- MGMT462 Managerial Analytics
- MGMT492 Special Topics in Management (Excel, R. SQL, Project, Regression)
- MGMT607 - Management Information Systems
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- CIS111 Business Computer Systems (Morton College)
- CIS156 Creating a Web Page (Morton College)
- Mainframe Assembler Language Programming (Northwestern University)
- Java Programming (Morton College)
- CIS112 MS-DOS Windows Commands (Morton College)
- CIS142 Microsoft Excel (Morton College)
- CIS143 Microsoft Excel II (Morton College)

Intellectual Contributions

Refereed Articles

Teaching and Learning Scholarship

Drougas, A., Harrington, S., & Miller, J. (2010). INCORPORATING A PRACTICAL FINANCIAL ACCOUNTING EXAMPLE INTO AN INTRODUCTORY STATISTICS COURSE. *Journal of the Academy of Business Education*.

Service

Service to the Profession

Presentation

2012: Associated Colleges of the Chicago-land Area (ACCA Symposium), River Forest, Illinois.

ROUNDTABLE: ENHANCING STUDENT LEARNING EXPERIENCE THROUGH ACTIVITY-BASED LEARNING (WEB PROJECT DEVELOPMENT)

MIS is often taught along with spreadsheet analysis and or database development. Development of a Web site in class as a team project further enhances the student's ability to link theory with practice. Further, it gives the students something tangible and contemporaneous to take back after the completion of the course. The web project gives students real world experience in setting up a rudimentary virtual store front. The learning experience is also advanced through group learning in a small team environment. Presentation material is available at <http://www.millerjw.com/acca>

Service to the Community

Positions Held in Civic Organizations

2018: Board Member - North Shore Choral Society (Year 3 of 9 planned years), Service as a Board Member of the North Shore Choral Society. In addition to normal Board Member duties, I am responsible for all technology used by the North Shore Choral Society.

2017: Board Member - North Shore Choral Society (Year 2 of 9 planned years), Service as a Board Member of the North Shore Choral Society. In addition to normal Board Member duties, I am responsible for all technology used by the North Shore Choral Society.

2016: Board Member - North Shore Choral Society (Year 1 of 9 planned years), Service as a Board Member of the North Shore Choral Society. In addition to normal Board Member duties, I am responsible for all technology used by the North Shore Choral Society.

Professional Development

Other Professional Development

2017: CiviCON (CiviCRM developers and users conference), St. Louis, Missouri.

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