Denise Duncan

dduncan@regis.edu

CAREER OBJECTIVE

To obtain a position in higher education where I can utilize my 38 years of academic and software industry experience to motivate college students to learn more effectively.

SUMMARY OF QUALIFICATIONS

- Excels in developing, managing and teaching college-level computer information system courses
- Creative and innovative individual with extensive experience in the software industry
- Skilled in designing, implementing, and maintaining large and complex software technologies
- Strong project management, verbal, and written communication skills

PROFESSIONAL EXPERIENCE

REGIS UNIVERSITY, Denver, CO
Assistant Professor, June 2003 – present

Full-time faculty in the Computer Information Systems discipline in the Anderson College of Business and Computing.

Information Systems Department Chair	2014 – 2019
Program Director for BS in Computer Information Systems (CIS) program	2008 – 2019
Program Director for BS in Business Technology Management (BTM) program	2008 – 2014
Program Manager for Workforce Innovation in Regional Economic Development (WIRED) grant ($450,000)	2007 - 2009

Responsibilities include teaching upper-division CIS courses in ground, blended, and online formats, acquiring and maintaining ABET (Accreditation Board of Engineering and Technology) accreditation, performing learning assurance, developing highly engaging curriculum, managing affiliate faculty, developing and managing grants, and performing and publishing research.

Courses taught: CIS 300 Foundations of Information Systems, CIS 325 Systems Analysis and Design, CIS 458 Business Process Management, CIS 461 Business Analytics, CIS 464 Enterprise Systems, CIS 445 Database Management, CIS 448 Project Management, CIS 318 Ethics for the IT Professional, CIS 493 Senior Capstone

METROPOLITAN STATE UNIVERSITY, Denver, CO
Adjunct Faculty, Aug 2002 – June 2003
- Taught upper-division computer information systems courses on ground.

YIELD DYNAMICS, Austin, TX
Senior Sales Applications Engineer, Feb 2001 – Apr 2002

Pre- and post-sales software technologist for yield management and enhancement software products for the Semiconductor industry. The products incorporate advanced statistical analysis, spatial pattern recognition, data mining, and mass data storage management capabilities to resolve chip fabrication

yield excursions. Responsible for all technical aspects of software product sales cycle from customer introduction to post-sales support. Supported the Central, Eastern United States and Europe.

- Performed customer product presentations and demonstrations in-house, at customer sites, and trade shows.
- Developed strategic customer relationships with management, DBA and engineering staff. Managed/integrated pre-sales software evaluations.
- Responsible for developing Marketing and Software Requirement Specifications. Managed integration/installation team at the customer site. Developed customized scripts for specific product enhancements and data loading.
- Managed all aspects of customer training and responsible for three customer world-wide corporate training programs.

KLA-TENCOR, Austin, TX
Senior Software Product Specialist, Jun 1997 – Feb 2001

Pre-sales software specialist for yield management, test floor automation and control, bitmap, and image storage software products for the Semiconductor industry. Responsible for the technical aspects of the product sale. Supported the Central, Eastern United States, Singapore and Malaysia.

- Active participation in company strategic sales process. Responsible for tracking customers profiles in the sales cycle. Acquired the company's largest software order for the test floor automation and control product.
- Responsible for customer product presentations and demonstrations in-house, at customer sites, and trade shows.
- Managed the technical and integration requirements necessary to integrate company's software product into the specific environment of the customer.
- Responsible for transitioning technical and installation requirements to the support organization after product sale. Managed all aspects of post-sales customer support.

POWERSHIFT SYSTEMS, INC., Austin, TX
Company Founder and Manager of Software Development, Sep 1992 – Jun 1997

Co-founder of a software company providing interactive data on-demand systems and applications to the telephone, cable and hospitality industries. System design included expert system response to user input, data mining, user profiling and targeted advertising. Technology purchased by a large multi-national corporation. Responsible for transitioning software technology to purchasing company's engineering staff.

- Managed a team of 12 software engineers through all phases of product development. Managed off-site customer training, documentation and support.
- Determined product requirements, developed and maintained project schedules for the product family.
- Represented company at pre-sales product demonstrations and trade shows.
- Key participant in writing Request for Proposals, Marketing Requirements, and Software Design documents.
- Performed all DBA responsibilities using Oracle, Sybase SQL Server, Tandem's Nonstop SQL/MP, and Siemen's Pyramid RM series databases.
- Designed and implemented object-oriented database bridge software to provide a seamless interface between the databases and the applications using C++ programming language.

- Developed software user documentation manuals and training materials. Responsible for all business partner and customer training.

AMERICAN AIRLINES DECISION TECHNOLOGIES, INC., Dallas, TX
Senior Software Engineer, Jul 1991 – Sep 1992
- Designed, coded and integrated a custom distributed GUI for a flight scheduling and capacity planning system for American Airlines.
- Integrated GUI with corporate Oracle database using embedded SQL.

E-SYSTEMS, INC., Dallas, TX
Senior Software Engineer, May 1985 – Jun 1991
- Lead software engineer for a large, mass-storage file system using robotics that allowed the user to access terabytes of data as if stored locally on disk. System was designed and implemented in a client-server C/UNIX environment.
- Served as DBA using Ingres RDBMS. Designed, implemented and integrated a common service layer for applications to access the database using embedded SQL and stored procedures.
- Designed, implemented and integrated a custom, proprietary database management system for two classified programs. DBMS was a special-purpose, "fixed-relational" system designed to retrieve, store and track large quantities of satellite image data quickly and efficiently using in-memory data structures.
- Led an on-site database conversion and upgrade for the customer.

UNIVERSITY OF NORTH TEXAS, Denton, TX
Teaching Fellow, 1983 – 1985
- Taught undergraduate classes in COBOL programming, BASIC programming, and debugging techniques using Assembly Language.

INTERNAL REVENUE SERVICE INSTRUCTOR, Denton, TX
Instructor, 1983 – 1985
- Taught COBOL programming for the IRS training program for Computer Audit Specialists.

ANDERSEN CONSULTING, Dallas, TX
Consultant, 1982 – 1983
- Designed and implemented information management systems for healthcare industry clients.

EDUCATION

UNIVERSITY OF NORTH TEXAS, Denton, TX

M.B.A. in Computer Information Systems, 1985
B.S. in Computer Information Systems, 1982

PUBLICATIONS AND GRANTS

Duncan, D. & Lindoo, E. (2019) Evaluating Students Learning Using PBL and ERP Simulation Game. *Journal of Computing Sciences in Colleges*, 35(2).

Lindoo, E. & Duncan D. (2016) Introducing Data Visualization Techniques in Computer Information Systems Curriculum. *Journal of Computing Sciences in Colleges, 32(2), 19-25.*

Duncan, D. & Lindoo, E. (2015) Yammer Goes to College. *Journal of Computing Sciences in Colleges, 31(2), 51-57.*

Reviewed Chapter 12 ERP and Business Analytics for:
Bradford, M. (2020), Modern ERP Select, Implement & Use Today's Advanced Business Systems 4th edition, *Lulu Publishing.* ISBN-13: 9781312665989

Regis University Educational Technology Mini-Grant (2020) – awarded a $10,000 grant for technology to support the blended/hybrid teaching model where students can be local or remote in a single class.

Workforce Innovation in Regional Economic Development (WIRED) grant for $450,000. This grant funded the B.S. in Business Technology Management program and the Hispanic Initiative, 2007 – 2009.

AWARDS AND RECOGNITION

- Regis University President's Service Award in 2011.
- Regis University School of Computer & Information Sciences Certificate of Appreciation in 2010.
- Awarded KLA-Tencor's General Manager's Award of Excellence in 1999.
- Awarded the University of North Texas Computer Information System's Outstanding Graduate Student Award in 1996.
- Team awarded the International Award for Open Systems at the 1991 UNIX Expo for the American Airlines Capacity Planning System.