

# Tracy K. Miller

Management/Marketing Dept.  
School of Business Administration  
University of Dayton; 300 College Park  
Dayton, OH 45469-2271  
937-229-3740

## EDUCATION

MLHR, The Ohio State University, 1986, Labor & Human Resources  
B. S., The Ohio State University, 1985, Business Administration

## PROFESSIONAL EXPERIENCE & RESPONSIBILITIES

**Lecturer, Management/Marketing Dept, Univ of Dayton,** Aug 1997 – present  
**Assistant Dept Chair, Management & Marketing Department**  
**Curriculum Director, Management & Marketing Department**

Teach a variety of undergraduate and MBA courses each semester. Direct various adjuncts as lead faculty for four MBA@Dayton courses each term. Manage course scheduling and waitlist processes for the Management and Marketing Department. Make curriculum decisions regarding course waivers and substitutions. Assist the Department Chair with department staffing, work assignment, and overall department management. Coordinate department internship and co-op programs. Lead study abroad programs for the University of Dayton during most summers.

**Management/Marketing Dept UG Academic Advisor** May 1999 – May 2010  
Provide curriculum advising & course planning for 800 – 1000 Marketing, Leadership, and Entrepreneurship students. Coordinate department internship and co-op programs.

**Self-employed** Apr 1996 – Dec 2001  
Managed small business conducting classes regarding archival storage of photographs. Key accomplishments: defined target market, developed marketing strategies, provided on-going customer support.

**HR Manager, Systemedia Group, NCR Corp, Dayton, OH** Apr 1994 – Jun 1996  
Directed, consulted and supported HR activities for 230 Systemedia Group home office employees; worked with all home office managers on all HR issues; was employee advocate for all Group home office employees; maintained integrity of NCR's values in daily business decisions. Key accomplishments: built productive employee relations; developed & implemented highly successful workshops on skills assessment and development for all home office managers; workshops implemented division-wide including sales and manufacturing organizations within the division as well as in various other divisions throughout NCR; active member of multiple cross-business unit teams to define future direction of

NCR HR processes; recruited and hired key personnel for the home office organization.

**HR Manager, Media Products Division, NCR Corp** Aug 1991 – Apr 1994

Supported HR functions for approximately 250 sales associates, 4 manufacturing plants, and 150 home office employees. Activities included development of compensation and benefits packages, assisted employees with career development, formulated key strategic HR initiatives.

**HR Specialist, US Marketing Group, NCR Corp** Jan 1987 – Aug 1991

Supported HR benefits administration; assumed responsibility for management of HR group and coordinated compensation activities for the corporation, including the development of Board of Director's pay plans, implementation of company-wide stock option program, job evaluations, reclassifications, analysis of salary surveys and competitive position, and numerous other compensation activities.

**UNIVERSITY COURSES TAUGHT**

Human Resource Management in the Emerging Firm (required course for International Business Management HR Emphasis majors, and an elective course for Entrepreneurship Majors), Human Resources (elective Survey of Human Resource Management course), Organizational Behavior (required course for all business majors), Group Dynamics & Teams (elective within the International Business Management major), Managerial Skills (required course for International Business Management HR Emphasis majors, International Business Management Capstone (required capstone course for IBM majors), Cross-Cultural Management (required course for IBM majors); developed curriculum for this managerial competency-based course), Principles of Marketing (required survey course for all business majors), MBA Principles of Organizational Behavior, MBA Principles of Marketing, MBA Organizational Behavior, MBA Marketing Management

**INTERNATIONAL TEACHING EXPERIENCE**

Augsburg, Germany and Prague, Czech Republic (Summer 2002)  
Barcelona, Salamanca, and Madrid, Spain (Summer 2003)  
Rome, Italy (Summer 2005)  
Dublin, Cork, and Galway, Ireland (Summer 2006)  
Rome, Italy (Summer 2009)  
Malaga, Barcelona Spain and Morocco (Summer 2010)  
Augsburg, Germany and Prague, Czech Republic (Summer 2011)  
Rome, Italy (Summer 2012)  
Madrid, Malaga, and Barcelona, Spain (Summer 2013)  
Rome, Italy (Summer 2014)  
London, England (Summer 2015)  
Rome, Italy (Summer 2017)  
Malaga and Barcelona, Spain and Lisbon, Portugal (Summer 2018)

London, England and Dublin, Ireland (Summer 2019)  
Rome, Italy (Summer 2022)  
Barcelona, Spain (Summer 2023)

## **TRAINING**

Center for Leadership & Executive Development, January, 2008, half-day session  
skill development on increasing effectiveness of work groups & teams

## **AREAS OF EXPERTISE**

Subject areas: human resource management, employee benefits, employee training and development, compensation and compensation management, managerial competencies (written, presentation, and interviewing skills), team skills, conflict management, marketing, entrepreneurship, group dynamics

Academic advising: curriculum advising, career counseling, resume development.

## **UNIVERSITY SERVICE & NOTABLE ACCOMPLISHMENTS**

Coordinator and Faculty for BESST Intersession Immersion Trip (2016-2020)  
University of Dayton Graduate Curriculum Committee Member (2018-2019)  
Consultant for the University of Dayton Innovation Center (2011-2018)  
University of Dayton Undergraduate Curriculum Committee Member (2003-2014)  
P&G Marketing Challenge coach of 10 winning teams (2004-2013)  
Guest Speaker for various organizations and departments on Interviewing, Job Search, Resume Development, and Managerial Skills (On-going)

## **AWARDS & RECOGNITION**

University of Dayton Teaching Award-Outstanding Professor (awarded by the UD Fraternities and Sororities)  
NCR Human Resources Star Performance Award  
NCR Systemedia Group Quality Improvement Award