

Tracy K. Miller

Management/Marketing Dept.
School of Business Administration
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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

Management/Marketing Dept Course Administration May 1999 – present
Provide course scheduling and wait list administration for Management and Marketing Department. Coordinate department internship and co-op programs.

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; developed curriculum for this managerial competency-based course), Principles of Marketing (required survey course for all business majors), Multicultural Management, Principles of Marketing (graduate level)

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)

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

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

UNIVERSITY SERVICE & NOTABLE ACCOMPLISHMENTS

Consultant for the University of Dayton Innovation Center (2011-present)

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