

## **Robert C. Shields**

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### **Education**

Ph.D. Business - Information Systems, 1995, University of Washington, Seattle, WA

M.S. Computer Science, 1978, Virginia Polytechnic Institute, Blacksburg, VA

B.A. Psychology, 1975, Hampden-Sydney College, Hampden-Sydney, VA

Certifications: CISSP, Network +, MCSE, MCP + I

### **Professional Experience**

#### Systems Analysis and Development

- Designed, installed and managed local area networks for small businesses
- Developed databases for a wide variety of clients, for example, automated physician selection, journal subscriber and author management; placement client tracking; freight charge bidding
- Designed and built database translation and data communication programs using C and TAL
- Designed and built inventory decision support systems for Nordstrom and General Mills
- Assessed needs and replaced a university dental clinic information system
- Wrote installation programs and graphics driver routines for the 'S' statistical package
- Designed and programmed animated factory floor simulations to compare alternative presentations using SimScript on the PC and SuperCard on the Macintosh
- Designed and implemented an innovative contiguity-homogeneity statistic using FORTRAN

#### Project and Systems Management

- Developed Electronic Funds Transfer network in ten months with a team of seven
- Managed UNIX installation & maintenance, TCP/IP and modem data communications
- Developed and adhered to project budgets of up to \$750K
- Administered departmental hardware providing support, archiving, and virus protection
- Configured, installed and ran Novell network to build customer information system
- Configured and installed Windows networks, Schedule+, and backup system

#### Teaching and Training

- Taught college courses in programming, data base, networking, operating systems, market research, management information, project management, and computer applications
- Designed technology curricula for law offices and for “at risk” high school students
- Published over a dozen proprietary documents and journal articles
- Designed and delivered skill-based training for clerical and managerial staffs

## Administration and Supervision

- Supervised teams of three to seven professionals
- Budgeted, selected, and distributed up to \$300K of capital equipment
- Reviewed, set priorities for and approved up to six concurrent projects
- Led teams of up to nine people delivering software, tutorials and on-line help
- Selected and installed hardware and software for many computer systems
- Drafted and oversaw contracts for externally developed software
- Instituted software and database usage and version control standards
- Established usability testing for on-line delivery of documentation
- Oversaw development of business process definition and improvements

## Experience History

1998-Present	Professor Shoreline Community College
1994-Present	Consultant/Contractor, Electronic Tools, Seattle, WA
1992-1994	Software Delivery/User Education Manager, Aldus Corp., Seattle, WA
1986-1992	Systems Manager/TA University of Washington, Seattle, WA
1983-1985 & 2002-3	Professor, University of Maryland, Asian Division, Yokota Japan
1981-1983	Consultant, Computer Usage Company, San Francisco, CA
1980-1981	Project Manager, Bank of America, San Francisco, CA
1978-1980	Technical Staff Member, Bell Laboratories, Holmdel, NJ

## Selected Publications, Projects and Presentations

- 2009 AITP “Future of IT education” panel member
- 2008-09 Bellevue College Science Math Recruiting/Retention Team NSF project participant
- 2008-09 NWCET CISE/CPATH NSF project participant
- 2004 Shoreline Expanding Your Horizons: project (recruit female students in STEM programs)
- *Monitoring Computer-Aided Manufacturing Systems: Enhancing Information Extraction with Graphical Displays*, March 1995
- “A Survey of Computer-Aided Design: Implications for Creativity, Productivity, Decision Making and Job Satisfaction,” *International Journal of Human Factors in Manufacturing*, v. 3, # 2. pp. 153-67, April 1993
- "Monitoring Computer-Aided Manufacturing Systems: Enhancing Information Extraction with Graphical Displays," accepted for Decision Sciences Institute Annual Meeting 1991
- "A Unique Approach to Providing a Clinic Management IS for the UC-SF School of Dentistry," accepted for Productivity 82 - ACM/CIPS Conference
- Nine Bell Labs Technical Documents, 1978-1980
- "Management Implications of EDP Installations," *Industrial Management*, 19, 6, 1978
- "Interactive Computer System Evaluation: Procedures and Scoring Metrics", Technical Report for VPI & SU Academic Computer Center, 12/1978
- Innumerable academic and training presentations