

Curriculum Vitae

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EDUCATIONAL HISTORY

- 2008 Ph.D. Fielding Graduate University, Santa Barbara, CA
Human and Organizational Systems
- 2006 MA Fielding Graduate University, Santa Barbara, CA
Human and Organizational Systems
- 1983 MBA California State University at Los Angeles, CA
Computer Information Systems
- 1971 BA William Paterson College, Wayne, N.J.
Mathematics

PROFESSIONAL CERTIFICATIONS

- Project Management Professional Certification (PMP), Project Management Institute, 2000
- Data Communication Certificate, UCLA, 1999
- Microcomputer/Local Area Network Support, UCLA, 1999
- Certificate of Computer Programming, California State University, Los Angeles, 1982
- New Jersey Permanent Secondary Teaching Certification, William Paterson College, N.J.

TEACHING EXPERIENCE

- Lecturer, 2009 - present
California State University, Dominguez Hills
Information Systems Department
College of Business Administration and Public Policy
California State University, Long Beach
College of Mathematics and Sciences
- Instructor; 2014 - present, 2006-2007
Project Management Institute, Los Angeles, CA
Course: PMI Certification; Scope Management – Received ratings of 4.5/5.0
Course: PMI Certification; Risk Management – Received ratings of 4.5/5.0
- Instructor, 2002
Trader Joe's Systems and Development Team, Monrovia, CA
Course: Business Communications
- Instructor, 1985
California State University, Los Angeles, CA

Course: Computer Science Basic Language Programming

Instructor, 1971 - 1978

Course: Mathematics, grades 7 through 11

DISSERTATION

Developmental Networks and Their Impact on the Careers of Women in Information Technology. Dissertation Defense Date: April 8, 2008. Committee: Dorothy Agger-Gupta, Linda Lewis, Fred Steier, Maria Simpson, Lucinda Whitney

CONFERENCE PROCEEDINGS

Innovative Teaching Symposium, California State University, Dominguez Hills, "Learning while doing: An evaluation Spring 2015 FLC Incorporating Collaborative Teaching Techniques," November, 2015

Addressing the Career Club for Women At Work, "Tips and Techniques for the Job Search," July, 2015

California State University, Dominguez Hills, "Writing to Increase Student Success Conference", February 28, 2014

Junior League of Pasadena, "Strategic Planning for Not-For-Profit" Organizations, May 4, 2013

15th Annual CSU Symposium on University Teaching; "Learning the Art of Networking for Career Advancement," April 14, 2012

Addressing the PMI Los Angeles Chapter on Chaos Theory and Project Management- November 2010

Pasadena Community TV Channel 56; Guest of "Unemployment It's a Gig," Jun 2010

Pasadena Community TV Channel 56; Guest of "Unemployment It's a Gig," Jan 2010

Addressing the Project World & World Congress for Business Analysts Regional Conference on Engagement and Retention of the Best Employees – Nov 2009

Pasadena Community TV Channel 56; Guest of "Unemployment It's a Gig," Nov 2009

Addressing the PMI Los Angeles Chapter on 21st Century Networking – Oct 2009

Addressing the Chinese-American Computer Association on Developmental Networks and Their Impact on the Careers of Women in Information Technology – July 2008

Addressing the Project World & World Congress for Business Analysts Regional Conference on Developmental Networks and Their Impact on the Careers of Women in Information Technology – June 2008

Addressing the PMI Los Angeles-Southern CA Quality Assurance Association San Fernando Chapter on Developmental Networks and Their Impact on the Careers of Women in Information Technology – May 2008

Addressing the PMI Los Angeles Chapter on Developmental Networks and Their Impact on the Careers of Women in Information Technology – March 2008

Addressing the PMI Los Angeles Chapter on Chaos Theory and Project Management- September 2007

PUBLICATIONS

Published Paper:

Teller, E., et. al., Encounter with Student Success Scholarship Committee Report, 2014

Teller, E., "Lessons Learned on Conducting the Strategic Planning Process for a Non-Profit Organization"; Journal for Nonprofit Management; Rutgers School of Social Work; August 2012

Book

Teller, E. *Check It Off! Pave Your Way Through College to Career*, 2016, Rowman & Littlefield

Waiting Results:

Einbinder, S.D., Teller, E., et. al., A Process and Outcome Evaluation of a One-semester Faculty Learning Community: How to Increase Collaborative Teaching Opportunities, September 2016, Learning Communities Journal

Teller, E., Teaching the Importance of Networking, August 2016, Journal of the Academy of Business Education

ACADEMIC EXPERIENCE

California State University Dominguez Hills

2009 -

present

College of Business Administration and Public Policy

Lecturer

Project Management

This course demonstrates how complexity can be managed in a manner that increases the probability of project success. In particular, students of this course will gain a working knowledge of the major areas of the Project Management Body of Knowledge (PMBOK as defined by the Project Management Institute). This course addresses how projects should be managed. Topics include human resources management, communications management, scope management, quality management, scheduling/time management, cost and resource management, risk management, contract/procurement management, and project integration.

Systems Development

The course will cover two basic approaches in doing system analysis and design: functional approach and object-oriented approach. It will also cover important topics such as project management, project planning in information system development.

Analysis and Logical Design

Analysis and Logical Design is the means to examine a business problem and create the solution via technology. This course, systems development, is a continuation of CIS 372 and seeks to apply the tools learned there to an extensive project. The student will gain hands-on experience in the performance of a systems project by completing various milestones including: project proposal, system profile, data flow diagrams, defining items in a data repository, prototype screens and reports, and writing a final project report. The student will be introduced to and gain practice with Visible Analyst, a CASE software package that provides automated assistance

for the tasks performed by the system analyst.

Business Communications

This course introduces tools and techniques that are used to produce effective business communication, both oral and written. Specific skills that can be used in the business world to convey thoughts, ideas and recommendations to coworkers and superiors, while enhancing the professional image and chances for future success are taught. Emphasis is placed on resume writing, cover letter, business memos and letters, effective oral presentations and job interviews, and drafting, revising and polishing professional business documents.

Information Systems Theory and Practice

This course provides an introduction to organizational systems, planning, and decision process, and how information is used for decision support in organization. It covers the concepts of information systems for competitive advantage, data as resource, quality control and reengineering, management and development of systems, and end-user computing.

Administrative Planning

This course is a review of the techniques of administrative planning to include normative forecasting, planning and policy formation. The future environment of government services to include demands and resources will be explored within the framework of systems analysis and policy sciences.

First-Year Seminar - Communication for Career Success

This course introduces tools and techniques that are used to support students' success as they navigate through college. Students will learn specific skills on becoming an expert in their field, building a brand, getting involved inside and outside of the classroom, networking both in-person and online, and learning about campus support systems. Emphasis is placed on oral and written communications which includes resumes, cover letters, business emails, effective oral presentations and job interviews.

California State University Long Beach 2015

2012 -

The College of Natural Sciences and Mathematics

Online Course Development and Teaching

Project Management for Scientists

This course demonstrates how complexity can be managed in a manner that increases the probability of project success. In particular, students of this course will gain a working knowledge of the major areas of the Project Management Body of Knowledge (PMBOK as defined by the Project Management Institute). This course addresses how projects should be managed. Topics include human resources management, communications management, scope management, quality management, scheduling/time management, cost management and resource management.

PROFESSIONAL EXPERIENCE

PRIVATE CONSULTING

2013 -

present

Professional Consulting

College to Career Coach

Provide professional development coaching to individuals to achieve their career and life goals.

Non-profit “Gals Starting Over” and “Junior League of Pasadena

Provide oversight of the organization’s strategic plan and strategic direction.

Facilitated the annual retreat for GSO.

Individual Career Transition Consultation

Provide career transition consultation to women starting over in their career.

WOMEN AT WORK, Pasadena, CA

2009 -

present

Executive Board Member-Secretary

Technology Consultant

Provide oversight of the organization's information systems solutions and responsible for identification/integration of new technology solutions; responsible for network, hardware, and software applications.

Personnel Committee Member

Serve as a liaison between the Board of Directors and staff members of the organization.

Develop personnel policies and guidelines in cooperation with the Executive Director of the organization; Develop policies and guidelines for the recruitment, training, and retention of volunteers serving on the committees, coalitions, task forces and work groups for the organization.

Strategic Planning Consultant

Directed the strategic planning process for 2011-2014. Strategic planning process includes organization of the strategic planning process, coordinate work plan and strategic planning team, responsible for communication to board and staff, facilitated the data gather and analysis process, and author of strategic planning document.

Co-lead Annual Fundraising Event

Coordinated the tasks related to the major fundraising program for three consecutive years.

TRADER JOE’S COMPANIES, Monrovia, CA

2002 -

2009

Director Systems and Programming

Managed the implementation to replace an old Retail Management System to a \$20 million system called Aldata GOLD Central (Oracle database structure). Responsibilities include project oversight, coordination of the user community and the supplier of the software application, end-to-end testing and the coordination of multiple infrastructure teams within the corporation. A key responsibility is to communicate potential risks, dependencies and realistic expectations as the project progresses and moves towards a successful completion. Responsible for a staff of 40+ consisting of contractors and Trader Joe’s personnel. Successfully coordinated a United States user group for major

retailers accessing Aldata GOLD software. Chairperson of the first and second annual user conference.

Responsible for IT systems that support Trader Joe's business, grocery retail including: Merchandising, Operations, Financial Applications, Human Resources, Payroll, and Marketing. Responsible for formulating a vision for IT at Trader Joe's and developing a roadmap for its implementation. Responsible for establishing an integrated IT architecture for Trader Joe's and ensuring the implementation of all IT systems in conformance with this architecture. Responsible for taking a leadership role in Trader Joe's strategic decision making processes, ensuring the availability of all needed information and IT resources, and for managing Trader Joe's IT standards and best practices. Responsible for staff hiring and resource allocation across projects and budgets. Ability to keep headcount flat for three years per management direction without impacting productivity.

Project Manager for application implementation of UltiPro (payroll application), Tomax (scheduling application), Kronos (timekeeping application), and STS Sales Audit. Responsible for requirements gathering, integrated solutions management, performance metrics, customer satisfaction assessments, user and technical training, and strategic/technology planning with customer organizations.

Implemented a system methodology where none had previously existed. Established standard enterprise-wide guidelines for system and application development and configuration, architecture and policy and procedures. This included change control, which dramatically reduced the number of errors introduced through changes to programs.

Organized and focused a Data Warehousing development team for a Business Intelligence project utilizing Business Objects Enterprise and ETL Business Integrator product replacing legacy reporting system.

WELLPOINT HEALTH NETWORKS, Woodland Hills, CA

2001 -

2002

IT Program Manager, PMO Office

Chartered to develop and implement an Enterprise Program Management Office.

Primary goal to develop repeatable processes to support \$5 billion cross-functional business and IT Systems Convergence efforts resulting from corporate acquisitions.

Defined, developed, and implemented processes to support software development methodology (SDLC), program and project intake, decision support systems, governance, quality assurance and reporting tools.

Able to effectively define, establish, manage, and measure performance of complex, matrix management structures in support of large programs.

Designed, implemented, and maintained corporate Program Management Office web site.

DISNEY WORLDWIDE SERVICES, INC., Glendale, CA

2000 -

2001

Project Manager, Financial Systems

Managed 7 direct reports in handling multiple projects for General Ledger, Fixed Asset

System (IVIS International), Treasury Systems (FNX Sierra Systems, Resource IQ), IRS Audits, Corporate Real Estate and Corporate Travel Reservation/Reporting System and associated website.

Designed and implemented corporate Business Resumption Plan that guaranteed 24/7 functionality and protected the investment of \$4 to \$5 million per day.

Managed significant upgrade of FNX Sierra Systems, a client-server risk management system. Upgrade provided a graphical user interface and enhanced ability of users to conduct international investment of funds.

Accomplished complex system upgrades when others could not by analyzing and prioritizing required tasks and implementing critical ones first.

Managed conversion of the Disney Worldwide Travel System to Sabre/TravelBase/VantagePoint System.

Functioned as relationship manager in successful corporate venture with Deloitte & Touche to implement HORIZON Real Estate Management System. Project was completed on time and under budget.

EDS/MCI SYSTEMHOUSE, Cerritos, CA 2000

1995 -

Project Director for California State Automobile Association 1999 - 2000

Provided all financial and administrative oversight for a \$42 million client-server project to implement Customer Care System for CSAA.

Served as key project liaison between business and IT. Worked with client CFO in providing status updates and coordinated all dealings with subcontractors.

Negotiated with vendors and produced all Statements of Work and Letters of Agreements.

Stepped in to provide structure and direction to Enterprise Document Management System (EDMS) portion of project when it got off track. EDMS is a two-tier client-server application package.

Project Director for Safeway Companies 1998 - 1999

Directed staff of 20 consultants in providing ongoing support and maintenance for all legacy systems at Safeway Company. Support included production problem resolution, on-call support, service request estimations, tracking and coordination, and client liaison activities.

Achieved zero attrition rates for two years through strong management efforts in training. Accomplished this despite the outdated technology and systems with which the staff had to work.

Performed all aspects of staff management including interviews, appraisals, progress analysis and employee counseling.

Coordinated and implemented Y2K testing for all Vons Companies applications converted to Safeway systems.

Coordinated MCI Systemhouse corporate strategic initiative for Southwest region. Participated in efforts to identify and implement action plan to improve record in attracting, retaining and managing employees.

Manager of Financial, Human Resources and EDI Systems for Vons Supermarkets 1995 - 1998
Managed all Electronic Data Interchange (EDI) systems. Wrote proposals for upgrades, established weekly status meetings and ensured deliverables were on time and within budget.

Initiated membership and actively participated in the Southern California EDI Roundtable, a professional EDI organization.

Managed staff of 10 technicians in support of all Financial Applications: General Ledger, Accounts Payable, Fixed Assets, Payroll, Personnel, Benefits, and Cost Accounting.

Implemented stand-in system that increased payment system acceptance rate from 85% to 99.9%.

AFFILIATIONS

Leadership

Women at Work (Non-profit Executive Board Member 2000 - present)

Pasadena Showcase House for the Arts (Non-profit Member 2000-2014)

Gals Starting Over (Non-profit 2014 - present)

Professional Organizations - present

Academy of Business Education (Member)

National Career Development Association (Member)

Project Management Institute (Member)

Professional Organizations - prior

Academy of Management (Member)

American Psychological Association (Member)

American Society for Training and Development (Member)

Society of Industrial and Organizational Psychology (Member)

Women In Technology (Member)

AWARDS

Participant – First Year Seminar – California State University Dominguez Hills – April 21, 2016

Participant – CSU/CSUDH Affordable Learning Solutions Initiative - California State University Dominguez Hills – April 12, 2016

Recognition – Research, Scholarship, Creative Activity - California State University Dominguez Hills – 2012 - 2014

Business Life Magazine Award; Recipient of the 26th Annual Women Achievers Award-September 2015

Nominated for the Lyle E. Gibson Dominguez Hills Distinguished Teacher Award-California State University Dominguez Hills - 2014

Recognized in Cambridge Who's Who Registry of Executives, Professionals and Entrepreneurs – February 2008

Impact Award for Employee Achievement – MCI Systemhouse, November 1998;
December 1998
NASA Certificate of Appreciation, September 1986

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