

Nancy Brack Herlocher

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EXPERIENCE

University of Michigan, Ann Arbor, MI

February 1997 - PRESENT

LSA Technology Services Lead of Unit Engagement

Currently acting as team lead of Advocacy and PM on the LSA Duo roll out. Develop and implement faculty and student research projects. Produce interim tools for administrative needs not able to be met in short timeframes. Examples include: Implement Zoho CRM for Dual Career program, a scheduling tool for HSSP, managing a 3D tool for Museums 301, etc. Developed the LSA IT Advocacy Pilot.

LSA Technology Services Research Consultant

Acted as team lead of Advocacy and PM on the LSA Duo roll out. Developed and implemented faculty and student research projects. Produced interim tools for administrative needs not able to be met in short timeframes.

Economics (Technical Research Support & Grants Admin)

Supported faculty and graduate research from acquiring data via UFA or collection to publication and distribution. Additionally provided pre-award grants administration, budgeting and data management creation.

The Gerald R Ford School of Public Policy (Director of IT)

Worked with Ford School to develop an IT team, create services for various Dean's cabinet initiatives and act as the primary technical lead on the construction of Weill Hall.

Population Studies Center (Systems Admin/Statistical Analysis)

Joined PSC after previously reviewing the P30 center. Provided unix and statistical analysis support to various researchers.

SKILLS

Project Management
Conference Management
Data Security
IRB and Data Use Agreements
Construction Management
Research Equipment Support
Econometrics and Budgeting

CERTIFICATIONS

PMP 3259571
ITIL Foundations
MOR Leadership
Google Apps for Education

COMPUTER LANGUAGES & SOFTWARE

Languages: Fortran, SAS, Stata, SPSS, Perl, Python, R

Operating systems: Unix, Linux, Mac OS, Windows

Project Management Tools: Jira, Trello, BaseCamp

Productivity software: Zoho, GQueues, Infoready, Ripple, Qualtrics, MS Office, Google Suite

Web: html, WordPress, Sites

Other positions: Statistics (Sys Admin), Mathematics (Sys Admin), Linguistics (Sys Admin)

Support of research computing for faculty research.

Crosby Benefit Systems, Newton, MA — Database Designer/Technical Sales

July 1995 - December 1996

Acted as technical sales lead in database design for clients. Developed technical database structure, interfaces and services to clients. Worked with customers to gather their needs and objectives then produce the required product on schedule.

Population Research Institute, University Park, PA — Manager Information Technology

August 1993 - June 1995

Provided technical support, operation support of Apple and Sun systems, networking and desktop computing for this NIH research institute including external reviews of other centers across the United States (UM and Brown).

Central Vermont Public Service, Rutland, VT — Capital Budget Analyst

April 1990 - August 1992

Forecasted revenue using SAS and Fortran. Performed cost/benefit analysis for capital expenditures. Assisted in implementing upgrades and enhancements to the general ledger system.

EDUCATION

The Pennsylvania State University, University Park, PA — BS, Economics MA work in Economics

June 1985 - May 1989 (BS) August 1992-April 1993 (MA work)

I completed the MA level econometrics as my undergraduate electives and worked as a TA. When I returned to graduate school I completed the PhD Econometrics as my masters coursework.

PROJECTS

LSA Liaison Pilot — Developed a program for business relationship management across the College of Literature Science and the Arts for 53 of 111 units.

Developed and execute a role based Pilot leveraging 20 staff members across 4 divisions leveraging net promoter score to evaluate pilot success. Implement communication and standups to improve referral process

References

Brian Jacob

TITLE: Walter H. Annenberg Professor of Education Policy; Professor of Public Policy; Professor of Economics; Professor of Education

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Mark Montague

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Merlis Nolan

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across the organization.

LSA Duo@Weblogin for LSA Faculty, Staff, Student Employees — *Collaborated with ITS with the implementation of Duo for Weblogin across the College of Literature Science and the Arts for over 10,000 people in 4 months.*

Developed and executed a complementary project plan to ITS to roll out Duo@Weblogin across the college. The plan included timing complementary communications with ITS and providing technical assistance at walk up locations, Dashboards of progress and coordinating collaboration with LSA Administration and Technology services to an adoption rate of 90% by go live.

LSA Hardware and Software Support Policy — *Developed and gained the formal policy approval for procurement and support for Hardware and operating systems across the College of Literature Science and the Arts.*

Managed and consolidated the pipeline from specialized hardware purchases through the level of support based on the purchase path, operating system and security requirements.

Michigan IT Symposium — *Produce the program and reusable project plan for the University of Michigan wide training symposium for all IT Staff.*

Gathered a committee to plan and run a campus wide technology training and information sharing symposium. Developed reusable project tools and frameworks for handing off the event to the next symposium chair.

Advocacy Program — *Develop a pilot for concierge information technology support for the College of Literature Science and the Arts then expand to a full service offering.*

Worked with the manager of Advocacy and Research Support to develop a pilot for concierge IT then expand to cover all non served units. The pilot succeeded.

NMR Billing Program — *Develop billing system for our NMR devices.*

Worked with various support units who house NMR units to manage billing and time use on NMR linux attached devices.

Technology Infrastructure of Weill Hall — *Provided the technical project management for the networking, lab and classrooms of Weill Hall for the Gerald R. Ford School of Public Policy.*