

Sharon E. Miller

professional summary

- Big picture thinker, leveraging technology to meet the needs of key stakeholders.
- Manager who responds to shifting business needs and priorities in a systematic and effective way. Excels at implementing operational assessments and conducting functional requirements analysis.
- Strategic visionary with the ability to capture the big picture and include all stakeholders.
- Experienced Business Analyst and Project Manager committed to maintaining cutting edge technical skills and up-to-date industry knowledge.
- Motivated Business Analyst with the technical expertise and business acumen necessary to translate business requirements and objectives into scalable, highly resilient and successful system solutions.
- More than 20 years in project management in the real estate, not-for-profit, economic development and education industries.
- Skilled communicator, both written and verbal. Accomplished translator between technical and laypersons.
- Educator, sharing the knowledge and know-how.
- Acute attention to detail.

skills

- Operations management
- Effective negotiating
- Strategic planning
- Strategic objective execution
- Finance and accounting
- Advanced problem solving
- Business process re-engineering
- Contract review and recommendations
- Operational assessments
- Procedure development
- Business process improvement
- Change management
- Workflow analysis
- Adult education
- Effective change management
- Application development
- Listener
- Business analyst
- Policy development and implementation
- Non-profit management
- Committee management
- Project planning and development
- IT security best practices
- Documentation Queen
- Requirements gathering
- Data analysis
- Multi-tasking
- Personable
- Dependable
- Diplomatic
- Committed and loyal
- Web site development

work history

Technology Consultant – Hoshi Consulting

Self-Employed Contractor

Contracts as a consultant in a variety of roles. Most recent:

- Presenting online training courses for Real Estate Associations across the country.
- Web Site development for member-based portal
- Development of training programs, course materials, and presentation
- Analysis and design of a Commercial Real Estate Database system
- Analysis and design of a wide variety of systems as per client requirements
- Data analysis and quality control testing of system

Executive Director – Communities in Bloom Alberta Society

Part-time program coordinator and executive director.

2002 - Current
Alberta

Duties include:

- Formation of society (2024)
- Financial Management
- Volunteer recruitment
- Coordinate Communities and Judges for community evaluation
- Website build and management – marketing
- Sponsorship acquisition and retainment
- Providing value-add to member communities through education and other opportunities.

Technology Consultant – AB Real Estate Boards

Central Alberta REALTORS® Association, Grande Prairie & Area Association of REALTORS®, Lethbridge & District Association of REALTORS®, Medicine Hat Real Estate Board, Fort McMurray REALTORS®

As a consultant to these 6 real estate boards, I have served many roles. The primary tasks have included:

- Analysis and clean up of existing MLS® databases, to ensure accuracy and integrity of data
- Implementation of a new MLS® system in Grande Prairie; from start to completion this was a 1½ year project comprised of member consultations, analysis, testing, implementation and training.
- Provincial Municipal Tax Assessors software integration project: development of external systems that exchange data between MLS® systems and CamaLOT Tax Assessment software.
- Training and development of training courses – in class and webinars
- Liaison with Canadian Real Estate Association with respect to National Data Standards and realtor.ca

Technology Consultant/Systems Manager

Alberta Real Estate Association (AREA)

Calgary Alberta

www.albertarealtor.ca

My role with AREA was contract for many years and then moved to full-time for 5 years.

- Designed and implemented provincial geographic coding system for use on MLS®.ca
- Project Lead on the implementation of Commercial Real Estate system to AlbertaFirst.com - a joint site of Alberta Economic Development and AREA.
- Conducted internal systems audit, provided recommendations and managed implementation of approved recommendations.
- Managed creative projects from concept to completion while managing outside vendors.
- Implemented security standards and best practices (both procedurally and technically), including PCI DSS monitoring and scanning for ecommerce.
- Recommended infrastructure improvements, design and integration solutions.
- Designed and implemented new server standards for core business services.
- Designed strategic plan for operational practices to support future projects and strategic initiatives.
- Streamlined and enhanced the corporate accounting and operations systems.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Implemented user acceptance testing with a focus on documenting defects and executing test cases.
- Recommended operational improvements based on tracking and analysis.
- Performed bench marking analysis and identified savings opportunities and potential improvements in a variety of operational services and contracts.
- Researched and resolved issues regarding the integrity of data flow into databases.
- Mapped workflow processes and offered recommendations for improvement.
- Prepared information technology operating budgets, budget and performance reports.
- Developed operational metrics and measured success in order to evaluate success of implemented projects.
- Project manager for implementation of provincial Data Co-op system.
- Project manager for selection and deployment of unified communications telephone system (ShoreTel).
- Collaboration with regional boards in provincial data standardization projects.
- Planned and conducted staff training during the implementation of the new telephone system and member management systems.
- Translated business goals, feature concepts and staff needs into prioritized requirements and use cases.
- Developed umpteen executive presentations and reports to facilitate project evaluation and process improvements, along with Service Level Agreements both internally and for external services.
- Implemented a set of comprehensive tracking processes to monitor performance within projects.
- Implemented a fully automated online education system – from course registration, payment acceptance and Learning Management System.
- Contracted vendor products and maintained positive vendor relations.
- Designed corporate disaster recovery plan – operational and IT systems.

Executive Director / Technology Manager

AlbertaFirst.com Limited

Edmonton, AB

AlbertaFirst.com was a not-for-profit joint venture of Alberta municipalities, The Alberta Real Estate Association and Alberta Economic Development. As Executive Director and manager of technologies I oversaw a small staff and managed the operations of the organization.

- Financial management.
- HR/Staff management.
- Member relations – Alberta Municipalities (EDA, RMA).
- Project Manager for a variety of innovative additions to the economic development aspect of the company website, including a comprehensive Business Directory, industry specific on-line facilities (aerospace and defense sector), Alberta commercial real estate listings, community profiles (qualitative and quantitative), StatsCan integration into community profiles.
- Managed contract negotiations and contractual obligations with Government of Alberta.
- Managed contract negotiations with contract service providers.

★ Note: AlbertaFirst.com lost government funding in 2011 and is no longer in operation.

Contract Instructor

Olds College

Olds, AB

- Instructor for basic bookkeeping.
- Instructor for Simply Accounting software.

Information Systems Manager

Community Information and Referral Society

Red Deer, AB

- Managed in-house systems - server and desktop workstations.
- Managed 70 websites for local not-for-profit organizations.
- Designed and implemented ANTS - Agency Network of Technical Support - providing low-cost technical services to charitable organizations.
- Managed the collection, refurbishment and distribution of used computer equipment donated by corporations.

Technology Manager/ Faculty

Maskwachees Cultural College

Maskwacis, AB

Maskwachees Cultural College is a First Nations post secondary institution. In addition to cultural programs, the College provided access to programs from other Alberta institutions.

Faculty

- Taught introductory and advanced level courses in computer applications and computer technology.
- Developed and delivered engaging lectures to undergraduate and graduate students.
- Crafted course materials: syllabi, assignments and content materials.
- Wrote, administered and graded midterm and final examinations.
- Planned, evaluated and revised course content and course materials.

- Collaborated with admissions department on establishing prerequisites for undergraduate and graduate students.

Network Administrator

- Diagnosed system hardware and software problems.
- Configured and installed servers and workstations.
- Deployed software.

Faculty of Education

University of Alberta

Maskwacis, AB

Presented EDPY202 - Instructional Approaches for Technology in the Classroom. In concert with the Faculty of Education I integrated and developed the PC stream for this program. This course was presented on campus at Maskwachees Cultural College.

Faculty Member / Instructor / Program Coordinator

Red Deer Polytechnic

Red Deer, AB

Program Coordinator (full time)

Designed and coordinated adult education programs in computer training, including scheduling, marketing, budgeting and staffing.

Instructor (part time)

Conducted seminars and training programs for adult education in the field of computers and technology

Faculty (contract)

CSYS118, Systems Analysis and Design, Computer System Technology Program
BSAD300, Computer Applications, Business Administration Undergraduate

education

Computer Systems Technology: Computer Systems Analysis and Design

Red Deer Polytechnic

Red Deer, AB

Project Management Certificate: Project Management

Mount Royal University

Calgary, AB

National Leadership Program – Canadian REALTOR® Association Executive (CRAE Program)

Canadian Real Estate Association – Association Executive Council

Ottawa

Leadership in Governance & Organizational Development

Synergy Associates

workshops and seminars and training

- Instructional Skills
- Presentation Skills
- Team Building
- Management Skill Building
- Not-for-profit Board Governance and Management
- Payment Card Fraud Prevention – MasterCard WorldWide
- FINTRAC – Financial Tracking Compliance
- CASL – Canadian Anti-Spam Legislation
- FOIP & PIPA Legislations
- Government of Alberta, Solicitor General: Victim Services Training
- Safely Managing the Difficult Client
- Introduction to Child Court Preparation
- Strategies for Safety
- Verbal Judo
- CTRI – Walking Through Grief
- R2MR – Road to Mental Readiness
- CISM – Group Crisis Intervention
- St. John’s First Aid & CPR
- Victim Centered Restorative Justice Practice

affiliations

- Project Management Institute (PMI), 2015-2017
- Technical Peer Group - CREA National, Member since 2004
 - Data Analysis Workgroup
 - Data and Systems Security Workgroup
 - Commercial Council Workgroup
- Association Executives Council – CREA National, 2011-current
- Canadian Society of Association Executives – previous

volunteer activities

- Red Deer City Victim Services Unit- RCMP (2016 to 2020)
- Board of Directors, United Way of Central Alberta (2001 - 2007)
- Co-Chair 2007/2008 Festival of Trees for Red Deer Regional Hospital Foundation
- Steering Committee Member - Red Deer Festival of Trees (1997 to 2022)
- Citizen's Review Committee, United Way of Central Alberta (retired)
- City of Red Deer Transportation Advisory Board (Citizen at Large - retired)
- Communities in Bloom - Provincial Judging Team (2012 - 2024)
- Modular Housing Association Prairie Provinces - Judge, Awards of Excellence (2015)
- Mountview/Sunnybrook Community Association – Treasurer (2022-Current)
- Red Deer Community Band Society – Director (2014-2017)

References Available Upon Request