

PAIGE BALTZAN

10220 W. Iliff Ave. • Lakewood, Colorado 80227 • (303) 512-3173

pbaltzan@baltzan.net

EDUCATION

Daniels College of Business, University of Denver, Denver, Colorado

Masters of Business Administration: Management Information Systems

November 1995

Bowling Green State University, Bowling Green, Ohio

Bachelor of Science in Business Administration: Management Information Systems

August 1992

PROFESSIONAL EXPERIENCE

DANIELS COLLEGE OF BUSINESS, UNIVERSITY OF DENVER, Denver, Colorado

Business Week - Top 50 Business Schools

The Wall Street Journal - No. 12 in the top 51 North American Business Schools, No. 3 In Ethical Standards

Adjunct Faculty (March 1998 – Present)

- ◆ Received 98% Above Average rating for BUS 1040 - Introduction to Information Systems
- ◆ Curriculum development and instruction of over 1,500 executive, graduate, and undergraduate students
- ◆ Courses taught include Introduction to Information Systems, Executive MBA, Global Information Economy, Telecommunications and Networks, E-Business, Systems Analysis and Design (I & II), Database (I & II), Software Engineering (I & II)

Course Highlights Include:

- | | |
|--|--|
| ◆ Supply Chain Management | ◆ Customer Relationship Management |
| ◆ Enterprise Resource Planning | ◆ Outsourcing |
| ◆ Collaboration | ◆ Wireless Computing |
| ◆ Systems Development Methodologies | ◆ Project, Change, and Risk Management |
| ◆ Data Warehouse/Data Mining | ◆ Database Design and Implementation |
| ◆ Java Programming Language Fundamentals | ◆ Object Oriented Analysis and Design |
| ◆ Business Process Reengineering | ◆ Java Advanced Topics - Web Services and .NET |

STRAYER UNIVERSITY, Washington, DC

Online Faculty (June 2007 – March 2012)

- ◆ Curriculum development and deployment for CIS 500 Information Systems for Decision Making
- ◆ Awarded Distinguished Scholar 2011

LEVEL 3 COMMUNICATIONS, Broomfield, Colorado

Sr. Technical Architect – Global Revenue Systems, (March 1999 – June 2001)

- ◆ Circle of Excellence Award (2000 - 2001)–Awarded to the Top 10% of Employee Owners for outstanding performance
- ◆ Rated Significantly Exceeds 10 of 12 quarters and received 150% quarterly bonus
- ◆ Supervised 20 employees (12 in England) and \$4,000,000 in projects
- ◆ Accountable for Kenan Arbor/BP design, build, test, data conversion and integrity, data integrations, user acceptance testing, user training, deployment planning, production support, and overall project management for all billing initiatives in North America and Europe

- ◆ Recognized as the most knowledgeable Kenan Arbor/BP resource in both North America and Europe
- ◆ Successful reconfiguration of Kenan Arbor/BP v8.1 including 200 products and over 10,000 customers

ANDERSEN CONSULTING, Denver, Colorado

Consultant, Technical Architecture, Telecommunications Industry (January 1996 – March 1999)

Clients Include:

- ◆ **Excel Communications, Dallas, TX** - Successful implementation of Kenan Arbor/BP v8.1 billing system
- ◆ **Cegetel, Paris, France** - Successful implementation of Jones Cyber Solutions' Customer Care system and Kenan Arbor/BP billing engine
- ◆ **Centura Healthcare, Denver, CO** - Provided an enterprise wide technical architecture solution for the merger of five large health care facilities
- ◆ **TCI, Denver, CO** - Determined expected changes in the technical and business environment that would result from changes in the infrastructure from Coax to Fiber trunk lines
- ◆ **Cyprus Amax Minerals, Denver, CO** - Performed a WAN capacity analysis for the roll-out of several new applications to over twenty remote sites

PUBLICATIONS

MCGRAW-HILL HIGHER EDUCATION, Chicago, Illinois

Author (September 2000 – Present)

- ◆ Awarded "McGraw-Hill Tertiary Teaching and Learning Winner 2010 Australia/New Zealand" for *Business Driven Information Systems* (1e)
- ◆ Awarded "McGraw-Hill First Edition of the Year 2009" for *Business Driven Information Systems Magazine* (1e)
- ◆ Awarded "McGraw-Hill First Edition of the Year 2007" for *Business Driven Information Systems* (1e)
- ◆ Awarded "McGraw-Hill First Edition of the Year 2005" for *Business Driven Technology* (1e)

Authored Textbooks Include

- ◆ *Business Driven Technology*
 - ◆ 1e, 2006, ISBN 978-0-07-298301-9
 - ◆ 2e, 2008, ISBN 978-0-07-312368-4
 - ◆ 3e, 2009, ISBN 978-0-07-569458-5
 - ◆ 4e, 2011, ISBN 978-0-07-458524-9
 - ◆ 5e 2013, ISBN 978-0-07-337684-4
 - ◆ 6e 2015, ISBN TBD
- ◆ *Business Driven Information Systems*
 - ◆ 1e, 2008, ISBN 978-0-07-027727-4
 - ◆ 2e, 2010, ISBN 978-0-07-319558-2
 - ◆ 3e, 2012, ISBN 978-0-07-337682-2
 - ◆ 4e, 2014, ISBN 978-0-07-337689-9
 - Canadian Edition – 1e, 2008, ISBN 978-0-07-
 - Canadian Edition – 2e, 2009, ISBN 978-0-07-089090-0
 - Canadian Edition – 3e, 2012, ISBN 978-0-07-089090-9
 - Canadian Edition – 4e, 2014, ISBN TBD
 - Australian/New Zealand Edition – 1e, 2010, ISBN 978-0-07-027727-3
 - Australian/New Zealand Edition – 2e, 2012, ISBN 978-0-07-552688-4
 - Australian/New Zealand Edition – 3e, 2014, ISBN TBD
 - China Edition – 1e, 2012, ISBN TBD
 - China Edition – 2e, 2014, ISBN TBD
 - Korean Edition – 1e, 2008, 978-0-07-319558-2
 - Korean Edition – 2e, 2010, 978-0-07-586452-2
 - Korean Edition – 3e, 2012, 978-0-07-548412-4
 - Korean Edition – 4e, 2014, ISBN TBD

- ◆ *Business Driven Information System - M*
 - ◆ 1e, 2011, ISBN 978-0-07-337683-7
 - ◆ 2e, 2013, ISBN 978-0-07-337686-8
 - ◆ 3e, 2015, ISBN – TBD
- ◆ *Essentials of Business Driven Information Systems*
 - ◆ 1e, 2009, ISBN 978-0-07-337672-1
- ◆ *Microsoft Office 2003*, Introductory, Complete, Advanced (2e)
 - ◆ 2e, 2003, 978-0-07-283051-4
- ◆ *Business Driven Computing Concepts*
 - ◆ 1e, 2015, ISBN TBD

REFERENCES

Don McCubbrey, Ph. D.

Clinical Professor, Business Information and Analytics Department
University of Denver, Denver, CO 80208 (303) 871-2014

dmccubbr@du.edu

Paul Bauer, Ph. D.

Clinical Professor, Business Information and Analytics Department
University of Denver, Denver, CO 80208 (303) 871-3816

pbauer@du.edu

Amy Phillips

Senior Lecturer, Business Information and Analytics Department
University of Denver, Denver, CO 80208 (303) 871-7646

aphillips@du.edu