Omer I. Minhas

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SUMMARY:

- Over 9 years of experience in Data Analysis, Management, Database Development, Business Intelligence and Reporting in higher education.
- Experience in complex BI Reports, Dashboards and Project Management.
- Good understanding of Tableau architecture, design, development and end user experience.
- 8 years of experience with Tableau Desktop/Reader in developing advanced visualizations and dashboards.
- Extensive experience as a Tableau Server Administrator in maintaining and updating server software and managing user accounts.
- Experience in Developing Key performance Indicators, Score cards, Metrics and What if analysis for all the functional areas including Admissions, Enrollments, Graduation, Human Resources, Finance, Financial Aid, and Alumni Reporting.
- Experience in creating various interactive visualizations using Bars, Lines, Pies, Maps, Scatter plots, Gantts, Bubbles, Histograms, Bullets, Heat maps, etc.
- Possess strong knowledge of database management in writing complex SQL queries, stored procedures, database tuning, query optimization and resolving key performance issues.

SKILLS:

Languages: Java, SQL, HTML, Coldfuion, Visual Basic, Assembly and ADA95.
Software: Microsoft Office, Tableau, SQL Server, SQL Navigator, SQL Developer, Oracle Discoverer, SAS, MS Access, Crystal Reports, WebFOCUS Developer Studio, SPSS, MS Visual Studio, NetBeans IDE, MS Visio, Dreamweaver
Operating Systems: Windows 8/7/Vista/XP/2000/NT/98/95/3.x
Foreign Languages: Fluent in English, Arabic, Urdu and Hindi
Professional: Excellent analytical and statistical analysis skills; detail-oriented; policy planning and implementation abilities; excellent time management skills.

EXPERIENCE:

Feb 2010-Current

Title: Director of Institutional Research
Employer: Office of Institutional Research, Ohio Northern University, Ada, Ohio
Duties:
- Direct day-to-day activities of collecting, compiling and disseminating information pertaining to university data.
- Oversee the University's participation in local and national studies about the University and the context in which it operates.
- Assist in duties related to University accreditation including the Higher Learning Commission, and the General Board of Higher Education and Ministry of the United Methodist Church.
- Assist in responding to calls for accountability from and compile accountability data for external sources such as IPEDS, US News & World, and internal publications such as the Fact Book and Just the Facts booklet.
- Complete ad hoc research, data collection, analysis, presentation and other reporting as requested.
- Coordinate all components of the University's assessment program including providing leadership and support to the University Assessment Committee and overseeing the university-wide efforts to evaluate internal assessment practices.
- Oversee the collection, analysis and dissemination of data about the learning and performance outcomes of students, including serving as a resource for academic-program assessment efforts, the assessment of the University learning objectives and participation in local and national studies.
- Evaluate University programs and services upon request, including studying the designs, collecting data and performing analysis.
- Direct the regular student evaluations of courses and faculty for the five colleges and coordinate the annual administrative evaluations of the department chairs, deans, vice presidents and president.
- Routinely lead and make decisions affecting both the University and the surrounding community.
- Set policies, procedures and precedents and devise new, non-standard approaches to address highly intricate and technically complex challenges.

- o Regularly communicate with persons of importance, obtain the cooperation of others, and handle delicate relationships and complex situations.
- o Supervise institutional research staff and manage the department's budget.
- o Utilize various software applications for word processing, spreadsheets, databases, statistical analysis, report writing and web-based surveying.

Sep 2008-Feb 2010 **Title:** Assistant Director of Systems and Reporting
Employer: Institutional Research and Assessment, Dartmouth College, Hanover, New Hampshire
Duties:

Systems development and maintenance:
- o Plan, design, develop, and implement the IR student data mart in collaboration with Administrative Computing, which supports data needs of Office of Institutional Research (OIR) and various other offices on campus.
- o Identify and help implement improvements in OIR data resources and report production processes in order to help assure that OIR, as the Office of Record and the Chief Information Clearing House for the College, is at an appropriate state of the art and level of efficiency.
- o Provide systems support to OIR in order to assure that accurate institutional data are available in an efficient and timely manner for senior officers, trustees, and faculty committees.
- o Help to ensure data integrity and consistency across multiple institutional data systems (HRMS, Banner) through systems design, planning and data cleaning/reconciliation.
- o Create and manage the OIR data mart tables and Oracle views; responsible for OIR use of Banner and HR data.
- o Oversee quality control for OIR in the acquisition of data and its presentation.
- o Provide systems support to OIR's Campus Survey Program.
- o Access institutional databases (especially Banner and HRMS) for data required to perform OIR's functions.
- o Implement quality control activities for data used by OIR and work with other offices to resolve data inconsistencies.
- o Work with Administrative Computing and systems personnel in other offices such as Admissions and Financial Aid, Registrar, Dean of Faculty, professional schools, Development, Dean of the College, Office of Institutional Diversity and Equity, and Human Resources to assure timely, consistent, and complete data across data systems.
- o Serve on a number of campus committees and working groups and play a leading role in many of them as the OIR systems representative.

Information provision:
- o Produce standard internal data reports—e.g., Dashboards, Employee and Student Censuses, Fact Book, Perspectives on Dartmouth.
- o Produce data for responding to external data requests—e.g., IPEDS, COFHE CIPP, Common Data Set, guidebooks.
- o Respond to requests for information from senior officers, trustees, and faculty committees in consultation with Associate Director and Director.
- o Identify OIR staff systems training needs, and opportunities for such training.
- o Work with Associate Director and Director to identify data to inform and evaluate Dartmouth's diversity agenda.

Jun 2007-Sep 2008 **Title:** Coordinator of Institutional Research
Employer: Institutional Research and Assessment, Jacksonville State University, Jacksonville, Alabama
Duties:
- o Coordinate system-wide IPEDS data collection
- o Collect and report official system-wide enrollment
- o Conduct analytical studies measuring student success and enrollment trends
- o Update, maintain, and improve the University's annual Fact Book and other information resources housed on the Department's website (www.jsu.edu/depart/oira)l
- o Develop information to meet annual reporting requirements, including data related to distance education, financial aid, diversity, and remedial enrollment.
- o Utilize various reporting tools (i.e. MS Access, SPSS, Tableau, Oracle Discover) to access information contained within the University's Information Management System (SunGuard Higher Education/Banner).
- o Provide annual updates to performance indicators in the University System's strategic plan.

- o Develop and maintain PRISM, JSU's information management system that stores and reports operational goals, objectives, strategies, methods of assessment/evaluation, and use of results.
- o Develop Common Data Set.
- o Extract information from the IPEDS Peer Analysis system.
- o Provide data in response to ad hoc requests for information from a variety of internal and external constituents.
- o Coordinate technology needs of the office with technology staff and consultants.
- o Maintain website for University President (http://president.jsu.edu)l
- o Coordinate data collection for the Program Review System.
- o Gather and collect data for Annual Reports submitted to the Alabama Commission on Higher Education (Facilities, Building Inventory, Credit Hour Production, etc.)
- o Serve on various University wide committees.

Sep 2005-May 2007 **Title:** Research Assistant
Employer: Institutional Research and Assessment, Jacksonville State University, Jacksonville, Alabama
Duties:
- o Coordinate, implement, and evaluate comprehensive program of institutional research, including data collection, analysis, interpretation, and reporting.
- o Design and implement activities to meet state and accrediting agency criterial
- o Apply computer technology and statistics as related to institutional effectiveness and research.
- o Conduct research and analyze data in various aspects of the institution.
- o Working cooperatively with constituencies to optimize the quality, availability, and flow of relevant data and information throughout the organization.
- o Gather, analyze and maintain data necessary for submitting annual reports (IPEDS, US News, etc), those required by the University's accrediting agency (SACS), and annual Fact Book published by OIRA.
- o Develop and maintain PRISM, JSU's information management system that stores and reports operational goals, objectives, strategies, methods of assessment/evaluation, and use of results.
- o Maintain departmental website
- o Maintain website for University President.

(Received JSU Employee of the month in January 2007)

Jun 2004-Aug 2004 **Title:** Learning Assistant for *Experiencing Student Success in Education and Life Program*
Employer: Department of Learning Services, Jacksonville State University, Jacksonville, Alabama
Duties:
- o Provided intensive preparation to academically underprepared students in basic algebra skills
- o Provided students with non-academic skills, including study skills, career orientation, and interpersonal skills, necessary to excel in an academic environment

Aug 2003-Dec 2007 **Title:** Adjunct Math Instructor, Fall 2003, 2004, 2005, 2006, 2007

Employer: Department of Learning Services, Jacksonville State University, Jacksonville, Alabama
Duties:
- o Taught developmental math courses to freshmen classes.
- o Developed course schedules and implemented a variety of effective teaching techniques and assessment methods to engage student interest and support a variety of learning styles including the use of computers and information technology

Aug 2003-April 2005 **Title:** Graduate Teaching Assistant
Employer: Department of Mathematical, Computing and Information Sciences, Jacksonville State University, Jacksonville, Alabama
Duties:
- o Assisted in Information Technology Courses, Spring 2003, Fall 2003 and Spring 2004
- o Assisted faculty in preparation of intermediate computer science courses
- o Tutored students in freshman computer science courses

Sep 2002-Dec 2003	**Title:** Tutor **Employer:** Academic Center for Excellence, Jacksonville State University, Jacksonville, Alabama **Duties:** o Tutored college level math courses which included Calculus I, Calculus II, Basic Statistics, Business Mathematics, Intermediate Algebra and College Algebra

EDUCATION:

Masters of Science   **July 2005**
Jacksonville State University
Jacksonville, Alabama
Major: Computer Systems and Software Design

Bachelors of Science   **April 2003**
Jacksonville State University
Jacksonville, Alabama
Major: Computer Science
Minor: Mathematics
Concentration: Software Engineering

PROFESSIONAL DEVELOPMENT:

Conferences:

o Association for Institutional Research, 2009, 2010, 2011, 2015
o Alabama Association for Institutional Research, 2006, 2007, 2008
o Ohio Association for Institutional Research, 2011, 2012, 2013
o Ohio Banner User Group, 2011, 2015
o Southern Association for Institutional Research, 2005, 2006, 2007

Presentations:

o Minhas, O. 2015
   "Recycle your Reports to Increase Organizational Effectiveness". Presented at the Association for Institutional Research Annual Forum. Denver, Colorado, May 2015.

o Minhas, O. 2012
   "Simplified Reporting with Tableau Software and the Impact on Institutional Effectiveness". Presented at the Ohio Association for Collegiate Registrars and Admissions Officers Conference. Dayton, Ohio, November 2012.

o Minhas, O. 2012
   "Simplified Reporting with Tableau Software". Presented at the Ohio Association for Institutional Research and Planning Conference. Cincinnati, Ohio, April 2012.
o Heather, K., Johnson, F., & Minhas, O. 2009

   "Dartmouth Survey Coordination: Policies, Processes, and Practices". Presented at the Consortium on Financing Higher Education (COFHE) meeting at Cornell University, Ithaca, New York, May 2009.

o Simmons, A., Minhas, O. & Ma, T. 2007
   "Components in a Comprehensive System of Continuous Improvement". Presented at the Alabama Association of institutional Research Conference, Huntsville, Alabama, April 2007.

o Simmons, A., Minhas, O. & Ma, T. 2007
   "Components in a Comprehensive System of Continuous Improvement". Presented at the Southern Association of Institutional Research Conference, Little Rock, AR, October 2007

PROFESSIONAL MEMBERSHIP:

- o Member, Association for Institutional Research, 2005-current (www.airweb.org)
- o Member, Southern Association for Institutional Research, 2005-2008 (www.sair.org)
- o Member, Alabama Association for Institutional Research, 2005-2008 (www.alair.org)
- o *Executive Member,* Alabama Association for Institutional Research, 2008 (www.alair.org)