Yann T. Chang

6157 N Sheridan Rd Apt 10G Phone: (312) 355-1245

Chicago, IL 60660 E-mail: jsun@uic.edu

EXPERIENCE

11/96 – present: The University of Illinois at Chicago

      Lecturer: Department of Information and Decision Sciences

      Courses taught:

- IDS 201: Introduction to Business Programming
- IDS 331: Business Analysis Using Spreadsheets
- IDS 400: Advanced Business Programming Using Visual Tools
- IDS 401: Business Object Programming Using Java
- IDS 402: Advanced Business Programming Using Java
- IDS 403: Information Security
- IDS 410: Business Database Technology
- IDS 412: Distributed Business Systems
- IDS 499: Independent Study in Information and Decision Sciences
- IDS 504: Introduction to Electronic Commerce
- IDS 510: Administrative Computer Technology
- IDS 520: Distributed Processing and Telecommunication Systems
- IDS 521: Advanced Database Management

11/96 – 07/99: The University of Illinois at Chicago

      Director, College Computer Services

- Managing and maintaining the College of Business Administration's Computer Laboratory
- Managing the technology support for both faculty and administration of the College of Business Administration
- Maintaining a liaison role with the university's computer center
- Recommending the purchase of microcomputers, client/server, and networking products
- Established *cba-faculty* list server to facilitate communication among faculty
- Established *cbahelp*, a help desk system, for the College of Business Administration
- Initiated and coordinated workshops on Information Technology for students and alumni

06/95 -- 12/95: MCI Telecommunications, Chicago

      Systems Integrator

- Installed and configured a network based on Novell Netware 4.10
- Maintained and administered Novell GroupWise
- Developed a work order application in Object Pascal (Borland Delphi)

06/93 -- 06/95: The University of Illinois at Chicago

      PC Lab Manager

- Installed and configured a Local Area Network based on Novell Netware 3.11 and Netware 4.10
- Managed and maintained the operation of this network (two file servers and 100 PCs)
- Supervised and trained seven Teaching Assistants

09/88 -- 06/93: The University of Illinois at Chicago

      Graduate Research Assistant

- Developed a transaction control system, a gift control system, an alumni control system, and a budget control system for the College of Business Administration
- Developed programs in SAS to transform raw data into information to be used in the analysis of financial statements
- Assisted students to use application software, including MS Office, Perfect Office, Minitab, SAS, C, Visual Basic, and Pascal

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EXPERIENCE (continued)

01/87 -- 08/88: Oral Roberts University, Tulsa, Oklahoma

Graduate Research Assistant

- Developed a program in SAS to analyze the relationship between leading economic indicators and the stock market movements

04/85 -- 06/86

P.T Kalbe Farma, Jakarta, Indonesia

Management Trainee

- Studied the company's business procedures in the areas of marketing, sales, finance, and production
- Presented findings and recommendations to department managers on a monthly basis

04/83 -- 06/85

P.T Metrodata, Jakarta, Indonesia

Technical Support

- Trained customers to use business-related software including spreadsheets, word processing, and database system
- Performed maintenance and repairs of microcomputers and printers

EDUCATION

09/90 -- 05/97

The University of Illinois at Chicago

Ph.D. in Business Administration

Emphasis: Management Information Systems

09/88 -- 06/90

The University of Illinois at Chicago

Master of Arts in Accounting

09/86 -- 08/88

Oral Roberts University, Tulsa, Oklahoma

Master of Business Administration

Emphasis: Finance

09/79 -- 01/85

Trisakti University, Jakarta, Indonesia

Bachelor of Science in Electrical Engineering

Emphasis: Microelectronics and Telecommunications

THESIS

"A numerical study of random polling systems with correlated input process"

PUBLICATION

"Exact analysis of asymmetric random polling systems with single buffers and correlated input processes," (with Thomas Lee), *Queueing Systems* 23 (1996) 131-156.

"Optimal Price Discount for Digital Music Downloads," *Proceedings of the 2002 Information Resources Management Association International Conference*. Seattle, WA, USA, May 19-20, 2002.

WORK IN PROGRESS

"Optimal Bundle Price Schedule for Selling Digital Products"