

# Curriculum Vitae

## JOHNNY BHOJWANI

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### WORK EXPERIENCE

#### **Assistant Clinical Professor, Management Information Systems, Hankamer School of Business**

August 2017 - Present

I am on a full time 4/4 teaching schedule in the Business school at Baylor. Currently, I am teaching Database System Development (MIS 4340) and Advanced Programming in Python (MIS 4322/5322) in the spring and fall semesters and Decision-Making Using Excel as well as Excel Modeling Fundamentals in the summer. Since my background is in industry, my teaching style is hands-on. From day 1, students learn how to code and build database systems and fully functional programs. I want to prepare my students for the real-world by using real-world data and scenarios. My projects are designed in such a way so as to mimic actual industry situations. The Python programming language is the fastest growing programming language in the world and currently is ranked number 1 in the world in overall usage according to the TIOBE index as of October 2022. Due to its relatively small learning curve, intuitive syntax and open-source platform, it is the programming language of choice for many companies involved in data analysis, machine learning, artificial intelligence, web frameworks and other applications.

Over the past year, I have developed two commercially used webapps for a client in Waco. These webapps were developed using the Python Django framework. This was a full stack project that had both client facing webpages and backend server database. The client was extremely pleased with the functionality of the webapps as it cut processing time by 65% and allowed them to compete in a field formerly reserved for much larger national brands.

I will be working with a colleague on a new pilot program in the department geared towards exposing undergraduate students to real-world research, data sourcing, cleaning and analysis. The students will be working with a client to generate a leads list based on pre-defined parameters.

In preparation for my role of Graduate Program Director (GPD) slated to start in January 2023, I have been getting with the current GPD to learn about the process and systems that are in place. I am also scheduled to get training on the CRM that is used for the workflow and decision process.

I am currently working on a project with a co-worker to develop multiple cases-studies that could eventually become a textbook to help IS faculty with implementing projects in their classrooms. The focus of this project is on System Analysis and Design and Database Development. Our view is to create projects that can transfer from one class to the other, allowing students to experience the full

SDLC (System Development Life Cycle). The project would even contain accompanying data files that would have everything a professor would need to implement the project in the class. It would be a 'plug and play' approach.

During the Fall of 2019, I was tasked with creating a new course to teach advanced concepts in programming in Python for the Spring 2020 semester. I welcomed this challenge and was excited to be able to design and create a new course that could give our students a competitive advantage as well as increase their knowledge base and experience in the Python language. I thoroughly enjoyed the experience of introducing Python at the beginner level with the MIS 4V98 course which has now become the course we teach as the introduction to programming (MIS 3301).

For my summer contract, I typically teach Decision making Using Excel (MIS 4355/5345) also known as the Advanced Excel class. I really believe this is the most helpful and practical class a business student can take while at Baylor. Having worked for a fortune 100 company myself, I am certain that over 95% of these companies are still using excel in some form or fashion. Our students have a better chance of standing out if they acquire these advanced skills in Excel.

In summer of 2019, the Graduate Business School department offered me an opportunity to teach the Excel Modeling Fundamentals class that they offered for the first time. This class was to be designed to help incoming graduate students be familiar with Excel and modeling practices so as to facilitate their learning in various other courses during their graduate studies at Baylor.

I served as a technical consultant on the implementation of a CRM (Customer Relationship Management) project for the Hankamer School of Business Graduate School department as well as a technical marketing consultant for the Baylor Graduate School using the same CRM.

I currently serve as a faculty advisor for the business fraternity – Delta Sigma Pi. It is an honor to be a faculty mentor to young men and women who share a common bond in ethics, principles and values.

During the pandemic, I started a small group called 'Fireside Fellowship' which was meant to be a channel to care and mentor students spiritually. We opened our home every night, Monday through Friday for an hour for students to come over and enjoy a judgement free community where they can be cared for and prayed for. We have been continuing this practice for the past two years and we are currently caring for about 30-40 students.

In addition, my wife and I purchased our home in the faculty neighborhood by campus in order to be closer to the students and the campus life.

## **Teacher of Record, Management Information Systems, Hankamer School of Business**

Jan 2017 – May 2017

I started my professional teaching career in the business school by teaching MIS 3305 (Management Information Systems) which was a required course for all business students. There was a lot of material and subject matter to cover in this course and I really had to consider how to make the class more interactive and enjoyable for the students that would facilitate interaction as well as arouse interest. My approach was to lecture for 15-20 mins at a time and then engage in a group activity to allow the students to get a personal perspective of the situation. For example, in

teaching the process of business process re-engineering, I had my students consider the various processes at Baylor that they had experience with and how they would change it (using flowcharts). We would then discuss it as a group and consider the actual feasibility of their suggestions. The students really enjoyed such interactive discussions where they got to actively participate and learn from it.

I often try to consider how to bring in real world scenarios into my classroom so that students can get a firsthand look at the way businesses operate. To enable this, I split my classroom into teams of 4-5 students and had them work on a 3-part semester long project. The goal of the project was to contact local businesses and evaluate their current business practices and then consider a strategic plan that would leverage technology to boost revenue, cut costs and/or increase profitability. I received very positive feedback from the students as they recognized the reality of dealing with clients and the hindrances that may occur when trying to implement new technology.

## **Assistant Director of Operations and Technology, Undergraduate Admissions, Baylor University**

August 2014 – December 2017

My primary responsibilities include managing the operation of our Customer Relationship Management (CRM) software. This involves designing, implementing, testing and maintaining the entire system to ensure proper communication tracking, application processing, data imports and automated workflow management. To understand the complexity of our system it is important to know the actual size of our pools. Our senior prospect pool is over 125,000 while the entire database has over 500,000 names. We receive over 40,000 applications every year and about 120,000 documents for those applications.

The CRM did not quite fit our business processes and objectives right out of the box. The data files received from our application and search vendors could not be directly imported into the CRM. I was tasked with developing advanced Excel macros to scrub the raw data and create custom XML data maps to make it compatible for use in the CRM. This involved complex VBA programming and windows scripting.

As we began using the product, we realized that it had many flaws and shortcomings. To combat this, I had to maintain thorough audit reports to make sure all our data is accurate and accounted for. For this I developed SSRS reports using Transact-SQL (T-SQL) and Visual Studio. Since we use Banner as our official student record and Recruiter (CRM) as our recruiting tool, I had to interact with both Oracle DB and SQL Server databases in the reports and make them seamless to the users. These reports were made accessible on-demand and could be scheduled to be emailed as well. This effort has greatly improved the error-rate in the data as well as the efficiency and effectiveness of our communication with students.

I was involved in every step of the implementation life cycle of our CRM from research and product evaluation to migration and testing. Prior to the implementation phase, I had to become extremely familiar with the product since I was tasked with training our entire department of 40-50 individuals. I organized several training sessions where I helped train the staff on using the various features of the product. In addition to large training sessions, I also held smaller group sessions and individual appointments to further explain functionality and help troubleshoot issues. I pride myself on exhaustive research to be able to provide the best quality of help to those that I am responsible to teach and train.

In addition to the CRM training, I was also asked to train the department on using advanced features in Microsoft Excel. I organized department wide training sessions with lab sessions to allow staff members to work with actual data in order to comprehend and retain the methodologies. I have found that it is not enough to train people through mere instruction, but the best way is to apply those principles in actual examples and let the users get into it for themselves.

I work closely with the marketing team to implement recruitment campaigns that communicate with prospective students and applicants. I am responsible for the accuracy of the data as well as coordinating with different teams in the department to ensure the messages are timely, targeted and effective.

I coordinate and participate in campus visit events for prospective students. Events include Premiere (5000 attendees), I2E (Invitation to Excellence), B2B (Baylor to Baylor), Baylor Rallies in Dallas, Austin, Houston, San Antonio, etc.

I developed a custom mobile iPad app for event check-in. I built it from the ground up without prior knowledge of Apple's programming language Xcode which is based on Objective-C. The app is client-server based and can operate in both online and offline modes. This was the main reason we decided to create an app rather than purchase one, because we wanted our counselors to be able to use them on the road without an internet connection. I created, tested and implemented the app over a summer period. It was highly successful and we able to cut-down check-in time from over 1-2 minutes per student to 15-20 seconds per student. This proved to be a tremendous time-saver especially at our larger events such as Premiere where we have about 2500 students and family members in attendance.

## **Data Specialist/Outgoing Communication Manager, Undergraduate Admissions, Baylor University**

Sept 2011 – Aug 2014

My primary responsibilities included report and custom list generation for the admissions staff. I developed and maintained custom software applications to reduce error rate and improve efficiency.

I was also managing the outgoing communication team that manages all print and electronic communication to prospective and incoming students. Under my leadership, we were able to process a record-making 20,000 print pieces in a week and reduced the decision letter error rate to an all-time low.

I worked on implementation of the Ellucian Recruiter CRM software and adapting it to our business processes and department goals. This involved everything from design and development to managing functional users and processes. This implementation also covered all areas of admissions operations such as application processing, territory management, marketing and communication as well as travel and events.

I helped organize and train faculty members to use the 'Bearhaus' reporting tool, to allow them to access up-to-date applicant information for recruiting purposes. This was a joint effort done in conjunction with IRT.

**Youth Director and Information Developer,  
Church in Irving**

Feb. 2002 – Aug 2011

I worked with college students to mentor, support and counsel them in their college years. To be adequately prepared to do so, I attended a Bible School in California for two years where I was trained in the areas of Life, Truth, Service and the Gospel. I spent about 2-3 hours a day conducting bible studies with 1-2 students and 1-2 hours a week in larger groups with 20-30 students. I continue to be involved in leading and organizing an annual college age youth domestic trip organized by our church. This involves visiting churches in a region of the country, arranging hospitality, sight-seeing and transportation. I thoroughly enjoy these trips and look forward to them every year. We get to preach the gospel, see some amazing sights and most importantly visit some dear fellow believers.

My wife and I also opened our home every week for dinner and fellowship with the students. Our typical attendance for these times was about 30-50 students. We received great satisfaction in being able to be involved in their lives and making a positive impact on them. While we are not able to spend as much time in our current situation, we still open our home on a weekly basis for dinner and fellowship.

In my time serving with my church, I designed and developed a Microsoft Access 2003 database to track timesheets, student attendance as well as overall time management of all full-time church employees. I performed general administrative duties such as data entry, report generation, planning, forecasting and event coordination.

**Software Developer, Capacity Planning,  
American Airlines Inc.**

July 2000 – Feb 2002

I worked as a software developer/engineer to learn and master Informatica's ETL tool. Our team was about 10 people in size while our department was about 50-60 people. I designed and implemented loading of various file sources, transformations, including slowly changing dimensions and versioning, and outputting them in flat file format for loading in to a data mart. I also worked on the on-call production support team and maintained and supported code for producing data for the data warehouse. I also worked as a developer to design and implement enhanced code for efficient data generation and loading. Our department was focused on producing flight data that was as close to real-time as possible. With over 2500 flights a day, the original heavily manual process took over 6 weeks to process the data. Our team was successful in reducing that to 24-48 hours and then further to just 8 hours. This was considered an industry first. Our efforts made a significant impact during the 9/11 attacks in which American Airlines planes were used. After the attacks, AA needed to evaluate all flight load factors and efficiency to cut costs and

survive the fall out. We were able to produce the data that was used in optimizing AA flights across the country.

## **EDUCATION**

Master of Science in Information Systems

**Baylor University**

May 2017

I graduated with a 3.91 GPA in the Master of Science in Information Systems degree from Baylor University. I worked as a Teacher of Record during Spring 2017.

Bachelor of Science in Computer Information Systems

**DeVRY University**

June 2000

I graduated with honors with a 3.84 GPA. I was awarded the distinguished student award for the class of Spring 2000. I was also awarded Most Outstanding Senior Project. I completed the Jack David Arnold Honor Program. During my time as an undergraduate student, I worked as a Teaching Assistant, Resident Assistant and tutor. I enjoyed working with students and drew great satisfaction in helping them in any way I could.