

Willis Glen “Chip” Miller III

Piano technician, concert pianist, teacher, and former information systems architect. Thirteen years experience in corporate environments; eleven years in educational institutions as instructor and technician.

Publications, Recordings, and Compositions

The Art of Piano Tuning (2019). Educational, multimedia, and data-driven tools for instruction in 18th-21st century tuning practices and techniques. <http://www.unequaltemperament.com/>
Goldberg Variations (2016); Key Color (2014); Abendmusik für Klavier (2010).
Four Fugues On Unexpected Themes (2013).

Experience

Independent Piano Technician 2021-present

Serving a customer base of 600 in Albuquerque and surrounding areas.

Faculty, Resident Piano Technician 2018-2021 - Interlochen Center for the Arts

Designed and taught courses in Piano Technology and Digital Artistry, developed traditional skills enhanced by 21st Century techniques, including woodworking, 3D printing, and open-source web development languages in a cloud-based collaborative environment. Taught online and in-person courses in music theory, piano technology, musicianship, and class piano. Primary caretaker of Interlochen's \$8.2M keyboard inventory (180 pianos in the Arts Academy, 240 in the Summer Festival), and team leader of a staff of seven professional technicians. Point of contact for donors gifting instruments, contractors, instruments sales reps, parents of students, and internal customer base of 300 musicians. Accompanist for a select group of students; supplemental orchestra teacher; guest lecturer in physics and piano literature courses.

Visiting Artist 2012-2016 St. John's College, Santa Fe

Five consecutive years of performances and lectures, including the Well Tempered Clavier II (complete), the Goldberg Variations, and explorations in romantic music and unequal temperament.

Independent Technical Consultant System Designer, Developer 2008 - present

Complete data systems design from hardware selection to network securities, database installations and upgrades, data analysis and cleanup, data presentation, schema design, and automation. Customers' industries included food distribution, health insurance auditing, school matriculation analysis, and financial portfolio performance analysis.

Piano Technician 2015 - 2018 Nuernberger Piano Company New York, NY

Primary piano technician in a partnership with piano rebuilder Timothy Nuernberger. Maintained a 600-customer base including MOMA, the Manhattan School of Music, hotels, restaurants, and homes. Designed an online booking site to support the nuances of a on-call serviceman in Manhattan.

Senior Data Engineer 2016 - 2017 Civitas Learning Austin, TX

Wrote integrations between university enrollment systems (ie, Blackboard, Canvas) and Civitas' platform. Developed internal tools for the inspection of AWS Redshift schemas and automation (removal) of cumbersome development patterns, reducing internal development needs by 300%.

Faculty 2014 - 2015 Wayland Academy Beaver Dam, WI

Resident faculty at a private boarding high school. Instructor of traditional and computer music; accompanist for choral groups; organist for school assemblies. Dorm parent to 57 students; instructor in

after-school alternate athletics program. Concert pianist to the community, including lecture-recitals on Beethoven and supportive accompanist to individual students.

Database Administrator 2013 - 2014 NextGen Healthcare Austin, TX

Managed 120 SQL Server installations in 93 medical environments. Developed internal database documentation system, reclaiming hundreds of hours in deployment processes. Developed full migration routines from PostgreSQL to SQL Server and oversaw critical data transfers for 25 hospitals. All database maintenance including backup, compression, schema maintenance, tuning and optimization for 80 hospitals. Coached customers in designs of optimal technical structure; advised hospital technical directors; trained junior developers.

Data Architect 2011 - 2012 MyEdu Austin, TX

Engineered data delivery systems for the world's largest collection of university grades, schedules, and professor reviews. Flawlessly deployed hundreds of schema changes to a site with over one million users. Optimized data delivery methods with performance increases of 2500%. Received Community Builder's award in recognition of monthly music group performances.

Faculty / IT Director 2008 - 2011 Austin Waldorf School Austin, TX

Developed a four-year, holistic computer science curriculum; topics covered included Turing machines, binary logic, circuit boarding, robotics, multimedia applications, web design, and database design. Delivered over 800 lectures and lab exercises. Deeply involved in the school's daily artistic program, including teaching music history; accompanying in the dance and choral programs; substitute conducting orchestra; and giving lecture-recitals multiple times a year in the school and larger community. Designed tools and processes for administrative data collection; oversaw development of the school's website; provided daily technical support to faculty and staff; implemented the school helpdesk system.

Senior Consultant 2006 - 2008 Triact Austin, TX

Developed multi-tier solutions in warehouse management, e-Commerce, and education systems. Developed technical specification documents supporting business workflow evaluations and redesigns. Represented the company as a traveling consultant to key customers. Completed marketing and sales initiatives; provided customer training and support. Oversaw work of junior developers.

Development Director 2005 - 2006 Amplifier Austin, TX

Senior developer and development manager for warehouse management systems, customer service applications, and eCommerce integrations. Rescued a failing implementation of the mission-critical warehouse management system by engineering systems integrations to customer service applications.

eCommerce Technical Lead 2003 - 2005 BMC Software Houston, TX

Director of initiatives for the company's education and commerce websites, payment processing, and data integrations. Database integrations specialist (Oracle, SQL Server). Key technical stakeholder in two websites producing \$60M in revenue. Led an overseas team in Pune, India.

Programmer 2002 - 2003 3D/International Houston, TX

Designed and delivered reporting systems to the California Community College System, City of Phoenix, and the Defense Commissary Agency.

Web Development Team Lead 2001 - 2002 Professional Compounding Centers of America Houston, TX
Primary developer and development manager of internal-customer store, intranet tools, and data integrations. Technology evangelist and presenter at international symposiums.

Developer August 2000 - 2001 iGent / Bayshore Houston, TX
Rose to lead developer in a professional group for Dell, Schlumberger, State Street, Fleet Boston, and Cargill.

Education

Doctor of Musical Arts 1997 - 2001 University of Houston
Major: Piano Performance; Minor: Orchestral Conducting. Graduated with a 4.0 GPA, receiving the Outstanding Graduate Award. Taught courses in music theory, sight-singing, class piano, private piano, and music appreciation; class sizes ranged from 16-120 students. Recruited and conducted 30 students to form a concerto-based chamber orchestra. Served as staff accompanist for voice and instrumental students, and as orchestral pianist. Developed a web-based scheduling system to facilitate the accompanying needs and fluid schedules of the 450-member community.

Master of Music 1996 - 1997 Eastman School of Music
Major: Piano Performance; Minor: Choral Conducting. Taught courses in class piano and private piano.

Bachelor of Music 1992 - 1996 Virginia Commonwealth University
Major: Piano Performance; Minor: Orchestral Conducting. Graduated Summa Cum Laude. Winner of the Music Teacher National Association Wurlitzer Division: Southern Division (1993, 1995), Virginia (1994). Finalist, Stravinsky International Piano Competition (1993). Taught private piano lessons through the Community School for the Performing Arts.