

*“You have a wonderful way of getting your message across and actually empowering people when they need it most.” Steve Vnoucek, Client*

## Business Analyst

- Responsible for acceptance testing for re-engineered IT processes as part of IT re-alignment
- Created system architecture for online/intranet procedures website (Opsweb)
- Created “One Sheet Summary” Dashboard of key Dot Com performance metrics for CEO
- Managed QA/Performance testing lab for Dot Com
- Increased customers to 600/day by facilitating brainstorming sessions with partner agencies
- Created transition strategy and managed project for Data Center support of Dot Com systems 24/7
- Identified and established key performance metrics Dashboard for team workload performance

## Business Architect

- Developed numerous business models and operational tools:

[Kanban Scheduling Model](#)

[Talent Management Business Model](#)

[Veteran Network Services Operating Model](#)

[Organizational Resistance Model](#)

[Health Care Business Model](#)

[Company Cultures Assessment](#)

[Latent Value Management Model](#)

[System Scalability Model](#)

- Provided mobile architecture strategy for Hirewire, an innovative job seeker application
- Conducted JAD Business Case sessions for several managers to redesign their services
- Re-engineered support processes and aligned to best practices as part of IT re-alignment
- Architected functional model for weekly job fair - increased attendance over 1,200%
- Created communications strategy for Veterans Court project – metrics, feedback and partner letters
- Increased profitability 30% – 90% percent; achieved through people development, team productivity and sales increases
- Saved clients \$20,000 to \$50,000 in annual advertising by analyzing marketing strategies
- Successfully transferred support to offshore teams using a co-located, ‘follow the sun’ model
- Provided Business Architecture to other managers on offshore transition model
- Created an innovative application turnover methodology (MIRE)
- Improved team efficiency - created Dashboards in SharePoint from Remedy, SQL and Pivot Tables
- Shortened re-employment time for clients by redesigning the job seeker approach
- Dramatically increased job seeker success rates - designed 5 jobseeker workshops
- Partnered with Human Resources, created an innovative mentor program for entry-level college graduates

## Technology

- Implemented 24/7 Best Buy website monitoring 2 years ahead of industry standards
- Created Client Server support in the Data Center 3 years ahead of Gartner Group
- Created an innovative and simple support transition methodology using ITIL
- Migrated support for **300+** Windows servers to the Data Center in one week, no downtime
- Improved inbound call process - Reduced call volume 82% thorough Interactive Voice Response
- Increased reliability **52%** without increasing overtime by upgrading to HP OpenView
- Created transition plan - Reduced Mainframe ticket escalations to Batch team over 50%
- Developed strategy to improve sales for a medium-sized medical device company using IVR
- Expedited resolution times by converting from BatchMon to Expert Advisor
- Expanded interaction of support teams by converting from Expert Advisor to Remedy
- Developed and trained teams on SharePoint 2007: Task and Change Order Tracking, Training and Customer Surveys
- Implemented 3 LAN's and 6 WAN's in 3 months, designed for minimal network administration

## Speaker/Trainer

- Media appearances: MSNBC, Fox News, CBS, Minneapolis Star Tribune and Fox 9
- Guest presenter, Project Management Institute – “It’s not your resume” Nov 2010
- Guest presenter at Calvary Networking Group “Miracle Job Search” October 2010
- Keynote Speaker, Globe College - Commencement Speech September 2010
- Presented over 100 workshops in 2010 to help job seekers return to work quickly
- Self-produced several short training videos - [youtube.com/ahill2828](http://youtube.com/ahill2828)
- Press Coverage: “[Trading on Employee Motivation](#)” by Sue Bushnell (2008)
- Inspirational ability compared favorably to the likes of Lou Holtz and Will Steger
- Presented over 100 workshops in 2010 to help unemployed job seekers return to work
- Created the “Miracle Worker” book series on networking, resumes and interviewing for job seekers
- Presented several workshops on business fundamentals to business owners, always highly rated
- Created 3 marketing videos for Employment Action Center, a prominent Twin Cities Non-Profit
- Gave individualized training for teams exploring SharePoint
- Created [marketing video](#) for veterans services used at job fairs and veteran events – no cost

## Social Media

- Led over 15 workshops on Social Media for Job Seekers, Business Owners and Hiring Managers
- Panelist on 2010 Minnebar “[Strengthening Gives in a Social Media World](#)”
- Spoke on Social Media at Career Planning and Adult Development Network
- Active blogger - Free strategy guides available at [themiracleworker.wordpress.com](http://themiracleworker.wordpress.com)

## *Leadership*

- Over 20 years of experience in hands on and leadership roles
- Trusted advisor to several Twin Cities CEO's, Executive Directors, State Senators
- Held various Director and Board positions in a variety of companies and non-profits
- 6 years experience and leadership training in US Army and Minnesota National Guard
- Internationally experienced: Germany and India
- Assembled and led a global Infrastructure Support team of 20+ people
- Led and managed team of fifteen responsible for supporting Best Buy Website
- Founding member, Best Buy Enterprise Architecture Board – Reviewed new technology for Best Buy
- Responsible for creating strategy, infrastructure and Networks for Fortune 500 global manufacturer. Key leadership in developing a cohesive, distributed support environment
- Led national PC training project. Set standards, selected vendor and obtained management support
- Supervised contractors, vendors, and LAN Administrators on several LAN deployments

## *Career Advisor/ Talent Management*

- Created career success for Data Center Operators to become Computer Engineers
- Press Coverage: [“The Power of an ‘I AM’ statement”](#) by Kate Hindes (2010)
- Created mentoring program for Data Center Operators into Computer Engineers
- Experienced with locating job ready veterans through community support programs
- Shortened re-employment time for veterans by developing transferrable values
- Increased veteran job club members 800% using unique word of mouth strategies
- Active volunteer in Beyond the Yellow Ribbon Bloomington
- Partnered with innovator of [veteran rebranding program](#) for nationwide launch
- Promoted and partnered with 2 veteran mentoring programs; [Thrive](#) and [American Corporate Partners](#)
- Partnered in launch of veteran community counseling program helping veterans
- Created unique veteran [corporate alliance](#) to create cohesion in the workplace
- Innovated several reach-out strategies to connect veterans with hiring companies
- Developing a [reality based television program](#) to help veterans in job search
- Selected to serve on innovative pilot project for Hennepin County Veteran's Court
- Prior military experience includes 6 years US Army and MN National Guard

## *Community Development*

- Sponsored and managed a \$20Million mixed use retail / community theater project
- Provided jobs counseling to medium sized Midwest town after loss of major employer (700 jobs)

## *Awards, Affiliations and Memberships*

- Received Dataserv's most prestigious employee award, Reach for Excellence
- Awarded provisional patent on innovative new project management method
- Former Executive Board Member – The Whole Learning School
- Former Advisory Board Member – Muscala Chemical Health Clinic
- Army Achievement Medal, Overseas Service Ribbon, MN Good Conduct Medal

# ALAN HILL - ACHIEVEMENTS

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## *Reports, Videos and Books Authored*

- Video: Why Should I Hire You? Workshop (2009)
- Video: Women In Transition Promotional (2009)
- Video: Jobs For Veterans Promotional (2009)
- Video: Opportunities in Crisis (2008)
- Video: Selling Value Series (2008)
- Video: Global Community Transformation Promotional (2008)
- Ebook: One Sheet Workshops for Job Seekers (2010)
- Ebook: One Sheet Workshops for Business (2010)
- Ebook: Applying Transformation Principles (2009)
- Report: Leveraging the Data Center For Competitive Advantage (2000)
- Report: Support Turnover At Best Buy (2001)
- Presentation: Miracle Job Search (2010)