

Alan Hill

(612) 819-1803

alanhill@srkinc.com



Overseas Service



Good Conduct



Army Achievement



Key Skills

Requirements
Gathering, Business
Modeling

JAD Sessions

Test Cases,
QA/Usability, SQL
Queries

Reporting, Metrics,
Marketing Business
Intelligence

Workflow Design
(SharePoint)

Kanban, Agile,
Waterfall SDLC's

Education

Univ. St. Thomas,
Mini-MBA@, 2007

GW University, **IT
Projects**, 2000

Fissure, **Project
Management**, 1999

NEI, **Associate
Electronics**, 1989

BUSINESS ANALYST, BUSINESS ARCHITECT

"He excels at working with projects that are unique and difficult and making them happen."

Mike Ernst, Director of Operations, Best Buy Data Center

[linkedin.com/in/themiracleworker](https://www.linkedin.com/in/themiracleworker) ∞ [youtube.com/ahill2828](https://www.youtube.com/ahill2828)
themiracleworker.wordpress.com

Mission: To improve business results through innovative analytical methods.

Passion: Enabling I. T. departments to focus on delighting business customers.

Business Analyst Selected Achievements

- Provided Business Systems Analysis for Q/A lab, Sales Force Automation, Video Conferencing, Dot Com, ERP, Customer Ordering, In Home Delivery/Service, etc.
- Conducted JAD Business Case sessions for team managers to redesign services
- Created transition plan - Reduced Mainframe ticket escalations to Batch team over 50%
- Converted application from Expert Advisor to Remedy – Improved resolution time
- Established key performance dashboard metrics for tracking team performance
- Planned and managed a major project for the Data Center to monitor Dot Com systems
- Created "One Sheet Summary" Dashboard of key Dot Com metrics for CEO
- Created Dashboards in SharePoint from Remedy, SQL and Pivot Tables
- Managed QA/Performance testing lab for Dot Com
- Managed a nationwide Sales Force Automation project. Reduced data entry errors
- Developed acceptance testing for re-engineered IT re-alignment process
- Created system architecture for online/intranet procedures website (Opsweb).

Talents

- Inspirational executive advisor
- Wisdom and enthusiasm
- Innovative business modeler
- Compelling global perspective
- Polished public speaker, Facilitator
- Keen insight, Influential

Employment History

2009 to present	DEED, WORKFORCE CENTER; CAREER ADVISOR
2007 to 2009	ACTION COACH , SR. BUSINESS ANALYST /CONSULTANT
2004 to 2007	ACCENTURE, DATA CENTER OPERATIONS TEAM LEAD
2000 to 2004	BEST BUY, INC.; DATA CENTER OPERATIONS PROCESS ANALYST
1998 to 2000	BEST BUY, INC.; DOT COM OPERATIONS MANAGER
1998 to 1998	OPUS GROUP OF COMPANIES; IT DIRECTOR

Qualifications

- 10+ years business analysis experience, various industries, **global** enterprises
- Experience interacting with multiple **business units** and functional teams
- Experience with IT **production environments**, including in-house developed and package implementations, middleware, databases, networks, servers
- Project experience on **ERP systems**, Internet and Intranet systems
- Experienced leading **offshore** and onshore teams collaboratively
- Strong knowledge of IT processes, including **ITIL** change management, configuration management, release management
- Experienced with **project management** and project delivery methodologies and **SDLC**
- Solid knowledge of business analysis and modeling techniques
- Able to convey information to both technical and non-technical audiences
- Enjoy working in a team-oriented environment
- Proficient with Microsoft Office, Microsoft Access, SQL Server, **Visio**, Pivot Tables
- Strong problem solving/decision-making skills
- Ability to work independently with good judgment, **curious** and quick learner
- **Consensus building** facilitation skills
- Problem solving and analytical, **creative** thinker
- Influential **listening** ability, enjoys working with **ambiguity**
- Over 20 years degree comparable business experience, Associate of Electronics