**Business Analyst, Business Solutions Architect**

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# Alan Hill

**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
* Experience leading on shore and **off shore** teams
* 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
* Excellent **listening** ability, enjoys working with **ambiguity**
* Over 20 years career experience, Associate of Electronics

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| **Specialties** | Other areas of expertise |
| * Analysis/Design | * Workflow process (SharePoint) |
| * QA, Usability, User Acceptance Testing | * Communication Management, JAD sessions |
| * Requirements Gathering and Analysis | * Business Modeling, Business Intelligence |
| * Kanban, Agile, Waterfall SDLC’s | * Performance Management |
| * Solutions Architect | * International Team Leadership |
| * Process Improvement (MIRE) | * SQL queries, Reporting, Metrics, Pivot Tables |

**Employment**

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| **Military Career Advisor – DEED, Workforce Centers** | **2009 to present** |

Provide assistance to employees in transition through workshops, individual coaching and career referrals. **Served on special projects as a Business Analyst.**

Accomplishments:

* Invited to participate in launch of Enterprise-wide initiative to foster workplace accountability.
* Increased customers to 600/day by facilitating brainstorming sessions with partner agencies.
* Architected functional model for weekly job fair - increased attendance over 1,200%.
* Created communications strategy for Veterans Court project – metrics, feedback and partner letters.
* Provided mobile architecture strategy for Hirewire, an innovative job seeker application.
* Created [marketing video](http://youtu.be/iLJ-1LPbVME) for veterans services used at job fairs and veteran events – no cost.
* 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.
* Applications developed/used include:
  + Web 2.0 – youtube.com, LinkedIN.com and meetup.com, Sony Vegas Movie Studio, Microsoft Movie Maker, Paint Shop Pro, Prezi, Twitter, Wordpress
  + Excel 2010 – Custom Reporting and Tracking
  + Visual Studio Express – business automation and reporting
  + Word 2010 Custom slides for presentations
* Developed numerous business models and operational tools:

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| * [Kanban Scheduling Model](http://srkinc.com/dynamicscheduling.pdf) | * [Talent Management Business Model](http://srkinc.com/career_capitalist_manifesto.pdf) |
| * [Veteran Services Operating Model](http://srkinc.com/vetnetwork.pdf) | * [Organizational Resistance Model](http://srkinc.com/structure.pdf) |
| * [Health Care Business Model](http://srkinc.com/health_care_solutions_manifesto.pdf) | * [Company Cultures Assessment](http://srkinc.com/companycultures.pdf) |
| * [Latent Value Management Model](http://srkinc.com/employee_wealth.pdf) | * [System Scalability Model](http://srkinc.com/scalability.pdf) |

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| **Sr. Business Analyst / Consultant – ActionCOACH** | **2007 to 2009** |

Provide business systems consulting and mentoring services to business owners of companies ranging from 1 Million to 10 Million. Taught business owners marketing, operations, and financial statements/P&L’s. Developed Business Intelligence systems for Marketing departments.

Accomplishments:

* 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.
* Created marketing metrics systems to increase customer loyalty and referrals.
* Created values-based business systems to dramatically increase customer and employee loyalty.
* 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.

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| **Data Center Operations Team Manager - Accenture** | **2004 to 2007** |

Assembled and led a global Infrastructure Support team of 20+ people to provide 24/7 level 2 server support in the Best Buy Data Center for Wintel, Unix and Linux platforms.

Accomplishments:

* Recognized by peers as a trusted advisor and role model.
* Conducted JAD Business Case sessions for several managers to redesign their services.
* Successfully transferred support to offshore teams using a co-located, ‘follow the sun’ model.
* Consulted internally to other managers as a Business Architect on offshore transition model.
* Created an innovative application turnover methodology (MIRE).
* Responsible for acceptance testing for re-engineered IT processes as part of IT re-alignment.
* Improved team efficiency - created Dashboards in SharePoint from Remedy, SQL and Pivot Tables.
* Developed SharePoint applications: Task Tracking, Change Order Tracking, Training and Customer Surveys. Created workflows using webparts, document storage libraries, lists and workspaces.
* Gave individualized training for other teams exploring SharePoint.

Created knowledge bases and reports:

SharePoint 2007; Created workflows; webparts, libraries, lists and workspaces

SharePoint 2007; Site Administrator for rights and permissions

SharePoint 2007; Developed Task Tracking, Change Order Tracking, Training, Surveys

Intranet site; Defined User Interface, Administered site using Frontpage

Remedy; Defined migration project plan, support flows and definitions, created reports

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| **Data Center Operations Process Analyst – Best Buy** | **2000 to 2004** |

Developed and improved support processes, tools and training for a large-scale enterprise Data Center.

Accomplishments:

* Created transition plan - Reduced Mainframe ticket escalations to Batch team over 50%.
* Improved inbound call process - Reduced call volume 82% thorough Interactive Voice Response.
* Converted application from Expert Advisor to Remedy - Expanded interaction of support teams.
* Created system architecture for online/intranet procedures website (Opsweb).
* Identified and established key performance metrics Dashboard for team workload performance.
* Standardized Websphere support; transitioned in 2 weeks.

Created knowledge bases and reports; Intranet HTML; Expert Advisor, Remedy

HTML; Defined User Interface, Hosted and Administered site

Expert Advisor; Defined support flows and definitions, created reports

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| **Operations Manager - Best Buy Dot Com** | **1998 to 2000** |

Led and managed a team of 10 responsible for supporting the Best Buy website.

Accomplishments:

* Created transition strategy and managed project for Data Center support of Dot Com systems 24/7.
* Improved interaction with support teams by converting from BatchMon to Expert Advisor.
* Created Business Intelligence Dashboard of key Dot Com performance metrics for CEO.
* Managed QA/Performance testing lab for Dot Com.

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| **IT Director – Opus** | **1998 to 1998** |

Managed all IS functions for a national construction company, reporting to the CFO. Determined I. T. strategy to help senior executives achieve business objectives. Managed department capital and expense budgets. Assembled and led a 5-member technical team.

Accomplishments:

* Led deployment of the document management project for architecture blueprints.
* Initiated Year 2000 project, completed one year ahead of deadline.
* Developed Internet access policy and security standards.
* Developed remote access security strategy and implementation plan.

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| **Client: Network Consultant – Dougherty Financial** | **1998 to 1998** |

Short term assignment with finance industry client for their Open Systems networking projects.

* Seamlessly integrated different business units' network applications and services.
* Advised on LAN/WAN design and managed the successful project to upgrade LAN hardware.

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| **Client: Business Analyst / Consultant - Deluxe** | **1997 to 1998** |

Short term assignment with a check printing company. Helped keep project on schedule, resolved communication bottlenecks between departments; Developed test plans to verify system programming; Developed technical diagrams and reports for communication with upper management and team members.

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| **Nellcor Puritan Bennett – IT Systems Manager** | **1996 to 1997** |

Managed all IS functions for a medium-sized medical device manufacturing company.

Accomplishments:

* Identified business needs and deployed cost-effective remote access solution.
* Developed strategy to improve sales communication using IVR system, designed to increase sales.
* Oversaw IS consolidation activities due to mergers and acquisitions.

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| **HB Fuller – Sr. Network Engineer/Project Manager** | **1994 to 1996** |

Responsible for creating strategy, infrastructure and Wide Area Networks for Fortune 500 global manufacturer. Key leadership role in developing a cohesive, distributed support environment.

Accomplishments:

* Led national PC training project. Set standards, selected vendor and managed rollout.
* Managed a nationwide Sales Force Automation project. Reduced data entry errors.
* Coordinated nationwide custom application development project teams.
* Created policies and procedures for LAN Administrators.
* Reduced travel costs by coordinating and implementing videoconferencing nationwide.
* Trained LAN Administrators in network support and successful approaches to customer service.
* Trained end users in classroom settings and provided superior desk-side support.

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| **Dataserv - Project Leader, Network Consultant** | **1993 to 1994** |

Provided external LAN/WAN network consulting services for major accounts.

Accomplishments

* Increased network performance over 100% on customer WAN’s and LAN’s.
* Established procedures and manuals for training new field personnel.
* Received prestigious employee recognition “Reach For Excellence” for outstanding customer service.

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| **Dataserv - LAN Administrator** | **1992 to 1993** |

Administered all daily activities of a large network.

* Migrated applications and data across platforms with no downtime or customer disruptions.
* Designed a course to train technicians in hardware repair.
* Promoted to Project Leader.

**Continuing Education**

* How to Write and Deliver Great Speeches, Toastmasters (2010)
* Executive Presentation Skills Master Class, Dr. Rich Allen (2008)
* Certified International Business Coach, International Business Coach Institute (2007)
* **Mini-MBA**®, University of Saint Thomas, Minneapolis, MN (2007)
* Mentoring Essentials, Online course series (2006)
* Accounting And Finance Basics For Business (2006)
* **Data Analysis** With Excel (Self Study, 2004)
* **Business Analysis** With Excel (Self Study, 2004)
* Information Technology Infrastructure Library (ITIL) Fundamentals, Pink Elephant (2003)
* **Managing IT Projects**, George Washington University (2000)
* **Project Management**, Fissure (1999)
* Lean Thinking (1998)
* **Visual InterDev** 6.0, Best Buy (1999)
* Running An Effective Help Desk (1998)
* Intermediate **Access** ’95, New Horizons (1996)
* FOURTH SHIFT **Manufacturing Accounting** Software System Administration (1996)
* Associates Degree, Electronics, Northwestern Electronics Institute, Columbia Heights, MN (1989)

**Awards, Affiliations and Board Memberships**

* Received Dataserv’s most prestigious employee award, Reach for Excellence
* Former member of the Minnesota Multi-Housing Association (MMHA)
* Founding member, Best Buy Enterprise Architecture Board
* Awarded provisional patent an on innovative new project management methodology
* Former Executive Board Member – The Whole Learning School
* Army Achievement Medal, Overseas Service Ribbon, MN Good Conduct Medal

**Reports, Videos and Books Authored**

* Workshop: Discover your Workplace Value – Resume Critique (2010)
* Workshop: Social Media For Beginners (2010)
* Workshop: Social Media For Employers (2010)
* Workshop: It’s Not Working, Now What? (2010)
* Workshop: Finding The Right Fit (2010)
* Video: Women In Transition Promotional (2009)
* Video: Jobs For Veterans Promotional (2009)
* Video: Employment Action Center Promotional (2009)
* Video: Global Community Transformation Promotional (2008)
* Video: Opportunities in Crisis (2008)
* Video: Selling Value (2008)
* Ebook: Applying Transformation Principles (2009)
* Ebook: Trade Based Corporate Structures (2008)
* Report: Support Turnover At Best Buy (2001)
* Report: E-Commerce In The Data Center – Leveraging the Data Center For Competitive Advantage (2000)