

Alan Hill

(612) 819-1803

alanhill@srkinc.com



Overseas Service



Good Conduct



Army Achievement



Key Skills

Expert presenter, facilitator

Business Modeling, JAD Sessions

Management Consulting, IT Strategy

Metrics, 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

SOLUTIONS ARCHITECT, 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 create competitive advantages through improved business modeling.

Passion: Enabling business to sustain high profit margins by future-casting.

Selected Achievements

- Awarded provisional patent for [Kanban scheduling model](#) and software
- Reengineered [Veteran Client Services](#) for State Department of Employment (DEED)
- Architected functional model for weekly job fair - increased attendance over 1,200%
- Developed investment revenue model for new 'green field' [Health Care business](#)
- Created communications strategy for Vet Court project – metrics, feedback and letters
- Provided mobile architecture strategy for [Hirewire](#), an innovative job seeker application
- Saved clients \$20,000 to \$50,000 in marketing spend – analyzed marketing strategies
- Conducted JAD Business Case sessions for IT service redesign
- Developed highly successful, co-located, 'follow the sun' offshore strategy
- Consulted to other managers as a Solution Architect on offshore transition model
- Created an innovative application turnover methodology (MIRE)
- Reduced inbound calls 82% using Interactive Voice Response
- Created "One Sheet" Business Intelligence Dashboard of Dot Com metrics for CEO

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

- Over 20 years degree comparable business experience, Associate of Electronics
- 10+ years business analysis experience, various industries, **global** enterprises
- Experience interacting with executives, 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 team-oriented environments, **consensus building** facilitation skills
- 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
- Problem solving and analytical, **creative** thinker
- Influential **listening** ability, enjoys working with **ambiguity**