

Alan Hill

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accenture



Overseas Service



Good Conduct



Army Achievement



Key Skills

Large Scale Data Center Operations

Network & Client Server Operations

ITIL Foundation Certified

Retail Web Operations Support

System Monitoring Dashboards

Project Reporting System

System Integration Planning, Transitions

Multitier Network Architectures

Multi-Million Dollar Project/Operating budgets

IT Director, Business Strategist

"Rather than seek meaning in your work, strive to BE the meaning in your work."

linkedin.com/in/themiracleworker ∞ youtube.com/ahill2828
themiracleworker.wordpress.com

Mission: To solve talent shortages for those who rely on IT for competitive advantage.

Career Achievements

- Over 20 years of IT experience in hands on and leadership roles.
- Led and managed team of fifteen responsible for supporting Best Buy Website.
- Assembled and led a global Infrastructure Support team of 20+ people.
- Implemented 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.
- Reduced call volume 82% by implementing an Interactive Voice Response system.
- Increased reliability 52% without increasing overtime by upgrading to HP OpenView.

Talents

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

Passion: Enabling I. T. departments to focus on critical business profit drivers.

Employment History

2009 to present	QUANTUM COMMON WEALTH, DIRECTOR / CO-FOUNDER
2009 to present	DEED, WORKFORCE CENTER; JOB EXPERT
2007 to 2009	ACTION COACH , SR. BUSINESS ADVISOR /CONSULTANT
2004 to 2007	CLIENT: BEST BUY; ACCENTURE, OPERATIONS ANALYST
2000 to 2004	BEST BUY, INC.; OPERATIONS CONSULTANT
1998 to 2000	BEST BUY, INC.; DOT COM OPERATIONS MANAGER
1998 to 1998	OPUS GROUP OF COMPANIES; IT DIRECTOR

Highlights

Leadership: Over 15 years leading technical projects from concept to completion.

Experienced: Over 20 years in infrastructure delivery – medical device, manufacturing and service industries.

Team Leadership: Led a global, multi-cultural team of 20 IT support professionals.

Managing: Skilled at managing national budgets, resources and relationships for multiple IT projects.

Portfolio Management: Integrated multiple, related projects to achieve organizational objectives.

Planning, Scheduling: Managed complex, cross functional, multi-vendor schedules and timelines.

Collaboration: Highly competent at building relationships between business and technical teams in matrixed environments.

Managing Communications: Coordinated between multiple stakeholders and senior management.

Managing Risks: Adept at managing technology risks and adapting resources.

Change Agent: Skilled listener, ensures others identify positive personal wins in change.

Influential: Builds personal trust relationships with executives and stakeholders.

Visionary: Highly skilled at leveraging disadvantages into assets for the enterprise.

Perspective: Champion of the enterprise point of view to team members and customers.

Business Acumen: Successfully launched 3 small businesses; real estate, executive coach.

Emotional Maturity: Helps others find positive outcomes in conflict.

Multi-Faceted: Creative thinker, adept at systems, strategy, process and structure.