

ITIL Infrastructure Process Owner

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Key Skills

Large Scale Data Center Operations

Network & Client Server Operations

ITIL Foundation Certified

Retail Web Operations Support

System Monitoring

Project Reporting, System Dashboards

System Integration Planning, Transitions

Multitier Architectures

Multi-Million Dollar Project/Operating budgets

Education

Northwestern Electronics Institute, Columbia Heights, MN
AA Electronics, 1989

Univ. St. Thomas, Minneapolis, MN
Mini-MBA®, 2007

Pink Elephant Minneapolis, MN
ITIL Foundation, 2003

Fissure, Minneapolis, MN
Project Management, 1999

ALAN HILL

Experienced Large Enterprise Support Process Owner

Expert in technology projects and processes for multiple clients and employers. Qualifications include 20 plus years of infrastructure experience, 15 years of project management, 10 years business experience. Detailed knowledge of computer technologies and ITIL to manage incidents, issues and risks.

Talents Summary

Strategic and structural thinker

Inspirational executive advisor

Wisdom and enthusiasm

Visionary business developer

Skilled listener and coach

Compelling global perspective

Polished public speaker, Facilitator

Keen insight, Influential

Recent Experience

DEED, Bloomington

ActionCoach, Minneapolis

Accenture, Minneapolis

Best Buy, Minneapolis

Best Buy, Minneapolis

Opus, Minneapolis

Veteran Representative 2009 - Present

Sr. Business / Leadership Coach, 2007 -2009

Business Analyst / Project Manager, 2004-2007

Business Analyst / Project Manager, 2000-2004

Dot Com Operations Manager, 1998-2000

IT Director, 1997-1998

Skill Highlights:

Experience: over 15 years successfully managing various operations functions.

Support processes: 7 years developing support requirements for Mainframe and distributed environments.

Enterprise Software: Remedy, Expert Advisor, Veritas, Tivoli, HPOV, VMWare.

Operations: Skilled in establishing command center support responses.

Environments: Extensive knowledge of Data Center, ITIL tools and processes.

Management: Held decision-making positions within IT including IT Director.

Incident Response: Collaboratively managed major incidents and issues.

Communication: Skilled listener, presenter and written communicator.

Interpersonal: Adept at enabling others points of view with respect.

ITIL: Developed, owned and improved IT operations in the areas of Incident, Performance, Availability Management and Application Support Level 2 following ITIL principles.

Processes: Managed patch deployment, server decommissions, support deployments, incident resolution and command center functions for 10 years.

SOX: Ensured team compliance with SOX (Sarbanes Oxley) procedures through performance tracking.

Status Metrics: Developed innovative, one page operational status reports.

Team Management: Managed a global, multi-cultural L2 support team of 20.

SLA's: Managed vendor relationships for SLA agreements on servers, routers, and switches.