

# IT Project Manager

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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

Retail ERP - Retek

## 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 Technology Project Manager*

**Technology Project Manager whose qualifications include 20 plus years of infrastructure experience, 15 years of project management, 10 years business ownership experience. Detailed knowledge of computer technologies and ITIL best practices to manage issues and project risks.**

## Talents Summary

Strategic and structural thinker

Skilled listener and coach

Inspirational executive advisor

Compelling global perspective

Wisdom and enthusiasm

Polished public speaker, Facilitator

Visionary business developer

Keen insight, Influential

## Recent Experience

DEED, Bloomington

**Veteran Representative** 2009 - Present

ActionCoach, Minneapolis

**Sr. Business / Leadership Coach**, 2007 -2009

Accenture, Minneapolis

**Business Analyst / Project Manager**, 2004-2007

Best Buy, Minneapolis

**Business Analyst / Project Manager**, 2000-2004

Best Buy, Minneapolis

**Dot Com Operations Manager**, 1998-2000

Opus, Minneapolis

**IT Director**, 1997-1998

Expert in technology project deployments for multiple clients and employers.

### Skill Highlights:

**Leadership:** over 15 years managing technical projects, concept to completion.

**Managing:** Skilled at managing 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.

**Status Reporting:** Developed innovative, one page project status reports.

**Collaboration:** Highly competent at building relationships between business and technical teams.

**Managing communications:** Coordinated between multiple stakeholders and senior management.

**Knowledgeable:** Experienced with core Project Management strategies.

**Education:** AA Electronics, ITIL Foundations Certified, PMI training, Mini-MBA in Business.

**Managing Risks:** Adept at managing project risks and adapting schedules.

**Team Management:** Managed a global, multi-cultural team of 20 IT support professionals.

**Managing Budget:** Maintained all budget aspects of multi-million dollar projects.

**Credibility:** 20 years IT experience & owner of 2 successful businesses. Fluent in 'IT speak' and business.