

# Alan Hill

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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](http://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**