

[linkedin.com/in/themiracleworker](https://www.linkedin.com/in/themiracleworker)

[youtube.com/ahill2828](https://www.youtube.com/ahill2828)

themiracleworker.wordpress.com

“Thank you for your presentation earlier this evening. You have a wonderful way of getting your message across and actually empowering people when they need it most.”

Steve Vnoucek, (Client) November 15, 2010

Speaker/Trainer

- Media appearances: MSNBC, Fox News, CBS, Minneapolis Star Tribune and Fox 9
- Guest presenter, Project Management Institute – “It’s not your resume” Nov 2010
- Guest presenter at Calvary Networking Group “Miracle Job Search” October 2010
- Keynote Speaker, Globe College - Commencement Speech September 2010
- Presented over 100 workshops in 2010 to help job seekers return to work quickly
- Self-produced several short training videos - [youtube.com/ahill2828](https://www.youtube.com/ahill2828)
- Press Coverage: “[Trading on Employee Motivation](#)” by Sue Bushnell (2008)
- Inspirational ability compared favorably to the likes of Lou Holtz and Will Steger

Social Media

- Led over 15 workshops on Social Media for Job Seekers, Business Owners and Hiring Managers
- Panelist on 2010 Minnebar “[Strengthening Gives in a Social Media World](#)”
- Spoke on Social Media at Career Planning and Adult Development Network
- Active blogger - Free strategy guides available at themiracleworker.wordpress.com
- Co-sponsored a smart phone technology pilot to connect professional Job Seekers and Employers

Career Coaching

- Shortened re-employment time for clients by redesigning the job seeker approach
- Dramatically increased job seeker success rates - designed 5 jobseeker workshops
- Trusted advisor to several Twin Cities CEO’s and Entrepreneurs
- Held various Director and Board positions in a variety of companies and non-profits
- Created career success for Data Center Operators to become Computer Engineers
- Press Coverage: “[The Power of an ‘I AM’ statement](#)” by Kate Hindes (2010)
- Partnered with Human Resources to create an innovative hiring program for entry-level college graduates

Leadership

- Over 20 years of experience in hands on and leadership roles
- 6 years experience and leadership training in US Army and Minnesota National Guard
- Internationally experienced: Germany and India
- Assembled and led a global Infrastructure Support team of 20+ people
- Led and managed team of fifteen responsible for supporting Best Buy Website
- Founding member, Best Buy Enterprise Architecture Board – Reviewed new technology for Best Buy
- Responsible for creating strategy, infrastructure and Networks for Fortune 500 global manufacturer. Key leadership in developing a cohesive, distributed support environment
- Led national PC training project. Set standards, selected vendor and obtained management support
- Supervised contractors, vendors, and LAN Administrators on several LAN deployments

Technology

- Implemented 24/7 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, no downtime
- Reduced call volume **82%** by implementing an Interactive Voice Response system
- Increased reliability **52%** without increasing overtime by upgrading to HP OpenView
Reduced Mainframe batch tickets by over **50%** from the Data Center to Batch Support team
- Managed all IS functions for a medium-sized medical device company, including developing strategy to improve sales communication using IVR system for increased sales
- Improved interaction with support teams by converting from BatchMon to Expert Advisor
- Developed and trained teams on SharePoint 2007 applications: Task Tracking, Change Order Tracking, Training and Customer Surveys
- Implemented 3 LAN's and 6 WAN's in 3 months, designed for minimal network administration

Community Development

- Sponsored and managed a \$20Million mixed use retail / community theater project
- Provided jobs counseling to medium sized Midwest town after loss of major employer (700 jobs)

Awards, Affiliations and Memberships

- Received Dataserv's most prestigious employee award, Reach for Excellence
- Awarded provisional patent on innovative new project management method
- Former Executive Board Member – The Whole Learning School
- Former Advisory Board Member – Muscala Chemical Health Clinic
- Army Achievement Medal, Overseas Service Ribbon, MN Good Conduct Medal

Reports, Videos and Books Authored

- Video: Why Should I Hire You? Workshop (2009)
- Video: Women In Transition Promotional (2009)
- Video: Jobs For Veterans Promotional (2009)
- Video: Opportunities in Crisis (2008)
- Video: Selling Value Series (2008)
- Video: Global Community Transformation Promotional (2008)
- Ebook: One Sheet Workshops for Job Seekers (2010)
- Ebook: One Sheet Workshops for Business (2010)
- Ebook: Applying Transformation Principles (2009)
- Report: Leveraging the Data Center For Competitive Advantage (2000)
- Report: Support Turnover At Best Buy (2001)
- Presentation: Miracle Job Search (2010)