

Alan Hill
(612) 819-1803
alanhill@srkinc.com

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

 accenture



Overseas Service



Good Conduct



Army Achievement



"If thank you's were dollars, you would have been a billionaire on my account alone."
Rayyan Agha

"I am more self-assured, focused and savvy because of Alan's talent, and gift of keen insight!"
Elizabeth Petry-Lee

"When Alan speaks, he puts all that he is onto the table before you. The vulnerability and stories he shares are one that has developed me from hopeful dreamer, to published writer."
Kate - Madonna Hines

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

Career Achievements

- Media appearances: MSNBC, Fox News, CBS, Minneapolis Star Tribune and Fox 9.
- Keynote Speaker, Globe College - Commencement Speech September 2010.
- 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 global 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

Education and Professional Training

- How to Write and Deliver Great Speeches, Toastmasters (2010)
- Mini-MBA®, University of Saint Thomas, MN (2007)
- Mentoring Essentials, Online course series (2006)
- Accounting And Finance Basics For Business (2006)
- Information Technology Infrastructure Library (ITIL) Fundamentals (2003)
- Lean Thinking (1998)
- Associates in Electronics Technology, Northwestern Electronics Institute, MN (1989)

Awards, Affiliations and Memberships

- Received Dataserv's most prestigious employee award, Reach for Excellence
- Founding member, Best Buy Enterprise Architecture Board
- Awarded provisional patent on innovative new project management method
- Former Executive Board Member – The Whole Learning School
- Army Achievement Medal, Overseas Service Ribbon, MN Good Conduct Medal

Reports, Videos and Books Authored

- Video: Opportunities in Crisis (2008)
- Video: Selling Value Series (2008)
- Ebook: One Sheet Workshops for Business (2010)
- Ebook: Applying Transformation Principles (2009)
- Report: Support Turnover At Best Buy (2001)
- Report: Leveraging the Data Center For Competitive Advantage (2000)
- Press Coverage: "Trading on Employee Motivation" by Sue Bushnell (2008)
- Press Coverage: "The Power of an 'I AM' statement" by Kate Hines (2010)

