

William L. (Bill) Hanks
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CAREER OBJECTIVE: To be instrumental in the success of a service-oriented organization in an executive/senior management position in which I can utilize my broad strategic and tactical management and information technology experience, communications skills, organizational design skills, policy development experience, education and training background, and project management oriented principles. I am extremely interested in continuing to be in an organization that touches the foundations of society such as education, public need, etc.

EXPERTISE AND STRENGTHS: While serving governmental, tribal, business and educational enterprises and institutions, my positions have provided diversity and have been increasing in scope and responsibility. My management and organizational experience, communication skills, global thinking ability and application, broad academic background, and industry experience have played a major role in re-engineering organizations, processes, systems and networks. I have been involved with developing and implementing global business, technology, and strategic policies in several capacities. I enjoy the level of responsibility and organization-wide contribution available in these environments. I am a skilled coach and team builder and enjoy the successes realized by effective teamwork. I am a highly trained communicator and effective at all levels of the organization. I am considered compassionate and approachable by peers, subordinates and superiors.

CURRENT EMPLOYMENT:

Navajo Housing Authority – Jan 2003 to Present

Chief Information Officer – As part of the Executive Management Team, perform activities as bank signatory, contract officer, and policy developer. Provide top level direction and advancement to the Information Technology at Navajo Housing Authority in accordance with NAHASDA regulations and established standards, rules, regulations, and objectives. Seek and apply alternative funding for technology infrastructure projects. Ensure confidentiality of privileged information. Create and implement Information Technology Strategy and Plan of Operation. Reporting to the Chief Executive Officer, provide planning, budget, direction, and IT support to the entire organization across the multiple locations within the Navajo Nation. Staff and manage division of 10 technology workers. As CIO, serve as Chief Executive responsible for the Property and Supply Program reservation-wide consisting of 12 employees. Develop, implement, and deliver in-house training programs in general management, team building, project management, and conflict resolution. Currently developing an Internal University plan for the Navajo Housing Authority. Well versed in NAHASDA law and HUD funded activities and provide oversight and direction to Grants Management. Actively participated in conversion to GAAP accounting. Involved in the economic development process and participate the creation and governance of economic development ventures of the Housing Authority. Work with executive team when dealing with the Tribal Government to maintain the TDHE (Tribal Designated Housing Entity) designation.

Dine' College – May 2003 to Present

Adjunct Faculty – Instruct Management, Business, Accounting and Computer classes

Sunrise Medical – June 2001 to Jan 2003

Global IT Project Manager – Technical Services - As Global IT Project Manager, provide all aspects of project definition, planning, initiating and management for the Global IT Technical Services/Infrastructure wing of Sunrise Medical Global IT. Although this position reported in the organization to the CIO, it was a business wide strategic position and interacted with all business unit leaders and administrative VPs. Work on a Management Team with three Technical Services Managers in North America and Europe to effect a multi-year global restructuring plan. The Technical Services Team supports 2,500 technology users in Europe and North America. Successes have included: World Class Help Desk, automated asset management, global wireless email solution, knowledge management system (IT solutions), Sales Force Automation and Lead Management System, and others. Instrumental in the development and growth of the Program Management Office. Develop and provide soft-skill training to the internal IT

organization in such areas as Project Management, Effective Meeting Leading, Time Management, Conflict Resolution, etc. Instrumental in the development and deployment of Global IT Policies. Lead global efforts in wireless technology strategies. Serve as IT spokesperson and liaison to the VP Global Organizational Development and Improvement. Developed and implemented a Corporate University and developed partnerships with universities, colleges, and other training sources as part of the Corporate University.

Inflow, Inc – September 2000 to May 2001

Senior Process Engineer, Engineering Product Release - As Senior Process Engineer, provide ISO 2000/20001 approved documentation of policies, procedures, forms and work instructions for Managed Services provided as product offerings to customers. Serve as project manager for documenting internal and customer-facing processes to ISO standards. Serve on the ISO Steering Committee. Develop and deliver internal training of product offerings to internal operations and engineering staff.

ADDITIONAL BUSINESS & INDUSTRY EXPERIENCE:

TRIMIN SYSTEMS, INC. - Dec 1993 to May 1994 Account Manager	Denver, Colorado
ATLAS PACIFIC ENGINEERING - Apr 1992 to Nov 1993 Director of Information Systems	Pueblo, Colorado
COMPACTION AMERICA - Jun 1991 to Apr 1992 Director of Information Systems	Kewanee, Illinois
KEWANEE BOILER COMPANY - Nov 1989 to Jun 1991 Manager of Data Processing	Kewanee, Illinois
JOSTENS LEARNING - Jan 1988 to Aug 1989 Information Systems Manager	Phoenix, Arizona
SKF FOUNDRY DIVISION - 1974 to 1986 Data Processing Manager	Washington, Missouri

MANAGEMENT/ADMINISTRATIVE SKILLS:

- Develop, present, defend, and manage budgets for organization-wide IT-related expenditures for personnel, training, consulting, software and equipment.
- Develop IT needs assessment documents and develop and implement software and hardware upgrade strategies.
- Develop and implement organization-wide IT policies in areas of security, remote access, hardware and software inventory control, project management, expense and capital appropriation and spending, hiring and retention, telecommunications, software standardization, and other related areas.
- Develop and implement employee development programs, career pathing and career planning strategies for the IT organization.
- Develop and implement rigorous quality test plans and documentation methodologies for information technology applications.
- Initiate and maintain an environment of user participation and ownership in the systems planning phase in situations where there was previously minimal user involvement.
- Develop strategies to revitalize and utilize existing systems to effect and information systems makeover in a low-budget, start-up, turn-around mode.
- Facilitate mergers through information systems interfaces and intensive user interface skills and hands-on management, training, and development strategies.
- Evaluate, select, and manage consulting firms to add administrative assistance and technical expertise to fast-paced projects.
- Develop training plans and implementation schedules for proposed projects.
- Develop organizational plans and recruit staff to provide in-house support.
- Develop and execute on-going training programs.
- Evaluate and select software packages to meet the information systems needs for business planning and forecasting, customer service, distribution, order management, general ledger, accounts receivable, accounts payable.

- Evaluate, propose and approve new hardware and software solutions for the replacement of existing weak and/or failing systems.
- Select new centralized hardware platforms and work-group networks.
- Design and install local area networks as well as wide area networks in a diverse platform environment
- Manage general office technical support and communications networks and computer maintenance.
- Direct meetings with user groups to define modifications to purchased software solutions.
- Negotiate maintenance contracts for all computer systems.
- Manage budgets and approved all project-related expenditures for training, consulting, software and equipment purchases.
- Perform cost/benefit analysis for capital expenditures.

INSTRUCTIONAL & ACADEMIC EXPERIENCE:

REGIS UNIVERSITY - 1994 to 2002

Denver, Colorado (and surrounding campuses)

Affiliate Faculty Member in Business, Management, Networking, Computer Information Technology, and Communications

- Instructed courses in traditional classroom and online learning environments for the following programs:
 - Master of Science in Computer Information Technology
 - Bachelor of Science in Computer Information Systems
 - Bachelor of Science in Computer Networking
- Participated in faculty panels, discussion groups, faculty recruitment, and curriculum development teams.

FRONT RANGE COMMUNITY COLLEGE - Fall 1994 to Spring 1999

Westminster, Colorado

Instructor and Program Coordinator of CIS Degree Program including Microcomputer, Programming, AS/400, and Cisco, WinNT, and Netware Certificates.

- Instruct any courses in the CIS curriculum including Cisco Academy, MS Office 4.3 through 2000 (Word, Excel, Access, PowerPoint), MS FrontPage 98/2000, Systems Analysis and Design, Application Development, Intro to Computers, Intro to DOS/Windows, and all aspects of the AS/400.
- Manage, administer, staff and teach in on-site Windows NT Certificate Program and Cisco Academy Certificate Program.
- Develop and revise courses as necessary.
- Develop and revise curriculum content guides.
- Write course descriptions and catalog text.
- Schedule course offerings from semester to semester.
- Select textbooks, software, and other educational materials.
- Research and recommend technology upgrades for labs and classrooms.
- Recruit, schedule, and manage all full- and part-time faculty in CIS.
- Recruit and advise students in one-year, two-year and transfer programs.
- Chair Advisory Committees for program areas.
- Assist in room/lab scheduling.

COLLIN COUNTY COMMUNITY COLLEGE - August 1986 to December 1987

Plano, Texas and McKinney, Texas

Instructor and Program Coordinator of Management-Microcomputing Applications and Administrative Management Degree Programs.

- Wrote course descriptions and catalog text.
- Developed and integrated credit courses into non-credit offerings.

- Instructed courses in Management, Management Information Systems, and Microcomputer Software Applications.
- Recruited and supervised full- and part-time faculty.
- Designed degree programs and courses in the Business and Industry Division.
- Evaluated and revised curriculum and policy guidelines in coordination with the Texas State Coordinating Board of Colleges and Universities.
- Selected textbooks, software, and other educational materials.
- Recruited and directed lab personnel and coordinated equipment and facilities including technology classrooms, computer labs, and software control center.
- Developed budget academic disciplines and computer lab areas.
- Chaired Advisory Committees.
- Advised students in academic and career planning and participated in registration activities.
- Organized student chapters of DPMA and IABC.
- Served on the Staff Development; Special Events, and College-wide Computer Information Systems Review task forces.
- Served as Peer Program Evaluator of Management, Computer Science, and Information Systems programs for the Texas State Coordinating Board of Colleges and Universities at 2 schools in Amarillo, Texas.

AIMS COMMUNITY COLLEGE – 1999 to 2001

Greeley, Colorado

BLACK HAWK COLLEGE - EAST CAMPUS - 1990 to 1991

Kewanee, Illinois

BROOKHAVEN COMMUNITY COLLEGE – 1987

Dallas, Texas

CEDAR VALLEY COMMUNITY COLLEGE - 1986

Lancaster, Texas

THE COLLEGE OF ST. FRANCIS - 1986

Joliet, Illinois

MARYVILLE UNIVERSITY - 1985 to 1986

St. Louis, Missouri

EAST CENTRAL COLLEGE - 1983 to 1986

Union, Missouri

Part-time Faculty Member in Business, Management, Networking, Computer Information Systems, Accounting, Communications, Business English, Keyboarding, and Mathematics.

- Instructed management courses including Introduction to Business, Administrative Management, Business Communications, Project Management, Technology Management, Time Management, Meeting Leading, and Management Theory.
- Instructed accounting courses including Applied Accounting and Principles of Accounting.
- Instructed computer information systems courses including Network Fundamentals, LAN, WAN, TCP/IP, The Internet, Internetworking Devices, Network Analysis and Design, Microsoft Office Products, Microsoft Project, Microsoft FrontPage, Computer Literacy, Analytical Aspects of CIS, Technical Aspects of CIS, Management Information Systems, Decision Support Systems, RPG III/400 Programming, and COBOL Programming.
- Instructed general education courses in Business Math, Developmental Math and Algebra.
- Design and instruct customized training for industry through the Continuing Ed and Small Business Development Center for several institutions in desktop productivity tools, supervisory skills, meeting leading, brainstorming, web design, and web development.

EDUCATION:

Post-graduate Studies – 1987 University of North Texas
Major: Higher Education Administration
Minor: Computers and Technology

Master of Science - Management (M.S.M.) – 1986 Maryville University
GPA: 3.8/4.0
Emphasis: Organizational Behavior

Bachelor of Science (B.S.) – 1984 Maryville University
GPA: 3.7/4.0 - cum Laude
Major: Administrative Management
Minor: Information Systems

Associate of Applied Science (A.A.S.) – 1982 East Central College
GPA: 3.8/4.0 - Magna cum Laude
Major: Data Processing

CERTIFICATION:

Colorado Vocational Teaching Certification - 1997

SEMINARS AND WORKSHOPS:

Advanced GAAP Accounting for Tribes – Bill Helmich – 2003
NAHASDA Law – Internal Training – 2003
Emergency Response Planning for Business – Skill Path – 2003
Managing Unacceptable Worker Behavior – Skill Path – 2003
Bottom-Line Management – Project Leadership – 2002
Coaching and Teambuilding Skills and Strategies – 2002
Risk Management – 2002
PMP Certification Workshop – 2002
MS Project 2000 Level I and II - 2002
Successful Project Management for IT Professionals - 2001
CISCO Academy Instructors Program - 1998
IBM AS/400 Educators Roundtable - 1996, 1997
IBM AS/400 Technical Conference - 1992
Novell NetWare System Manager 3.11 - 1992
IBM Manufacturing Executive Management Conference - 1991
Texas State Coordinating Board for Colleges and Universities Word Processing Instructional Workshop and Automated Office and Computer Technology Workshop - 1987
East Texas State University Computer Science Curriculum Workshop - 1987
IBM Information Systems Science Institute's Project Management - 1985
Oliver Wight MRPII Classes - 1985