

# Stephen D. Hadley

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## IT Support Specialist/Technical Trainer

Patient ■ Responsive ■ Respectful

Innovative IT professional who takes pride in resolving complex problems with basic technology, getting the most from a company's technology investment. Recognized as a tenacious researcher and solutionist focused on making technology work. Skilled at breaking complex issues into understandable and executable tasks. Natural talent for translating a love of learning into a love of teaching, and helping others to learn.

*"There is nothing technical that can outsmart Stephen. He's the tech support guy for your front line IT people." Dave Wells, BI Industry Expert*

## Professional Experience

ACCESSIBLE-BI, LLC

1999–present

### Senior Technical Leader

Technical lead of a small team in a fast-changing field. Achieved success on multiple diverse projects by exceeding the demands to learn quickly, be versatile, and take on varied roles and responsibilities with enthusiasm and interest.

### Business Intelligence (BI) Systems Administration and Configuration Management

- Managed configuration of a unique-in-the-industry mobile learning laboratory that was the foundation of a successful education program.
- Employed advanced configuration management skills to operate as many as 20 incompatible and conflicting software products on a single platform.
- Developed and executed processes to ensure that labs were quickly and reliably configured using rigorous testing procedures, a master machine, and ghosting protocol.
- Researched functionality of e-learning tools, learned the tools; and then built complex prototypes. Demonstrated the prototypes in a decision-making review to facilitate tool selection.
- Prevented risks that occur with unlicensed software by maintaining extensive list of software licenses and updates, ensuring current versions.
- Negotiated with vendors to acquire complimentary licenses for laboratory software.

### Business Intelligence (BI) Technical Training and Learning Laboratory Management

- Trusted with all aspects of logistics, transportation, and set-up of mobile learning labs.
- Designed instructional materials to match tool features and functions to learning needs, creating a high-quality classroom experience.
- Delivered hands-on technical training. Product functionalities included data mining, OLAP, dashboards, statistical analysis, business analytics, geospatial analytics, query and reporting, and data integration.
- Transitioned from a new instructor to a recognized member of the faculty within one year.
- Enhanced learning and information discovery by designing dashboards, scorecards, and reports for use in lab exercises.

Full Resume Available Upon Request