

# Michael Hemming

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## PROFESSIONAL SUMMARY

Seasoned Operations Manager and System Administrator with 5 years experience in Windows system and server administration. Trusted to safeguard cybersecurity, employee privacy and business continuity. Strong interpersonal skills and excellent at leading and working on a team. Highly skilled in streamlining processes both from a production and asset standpoint as well as IT infrastructure standpoint. Focused on performance optimization and technical improvements with understanding of cost-effective decision making and usability.

## SKILLS

- Operations Management
- Cost Reduction Strategies
- Employee relations and conflict resolution
- Project Management
- Risk analysis and management
- SAP Expertise
- System and Network Administration
- Technological Acquisition
- Hardware and software installation
- Server maintenance
- File system administration
- System upgrades
- Technical Writing and .md formatting

## WORK HISTORY

**OPERATIONS MANAGER** | 03/2017 to Current

**Crawford Door Sales Co. Of The Twin Cities - West St. Paul, MN**

- Established and administered annual budgets.
- Implemented IT updates providing in and out of office connectivity.
- Saved 35% on company cell phone plan, increased data plan.
- Reduced ISP budget by 20%, added VOIP system and improved network security.
- Reduced CC processing fees by 15%, added secure card capture tech, reduced PCI compliance labor by 2/3rds.
- Reduced annual building utilities by 40% through LED, Solar, and other energy efficiency projects. Used improvements in marketing plan.
- Focused marketing on website update, SEO, and local SEO campaign increasing local views by 80%.
- Stayed up to date on current network security threats, worked with tech vendors to improve security.
- Used education and compliance testing to ensure employees followed email and network security protocols.
- Improved safety policies and used grant programs and preferential tax programs to purchase new equipment and implement new protocols which greatly reduced injury rates and lowered company EMR from 2.89 to .75 in three years.
- Part of team to renegotiate workers comp insurance rates using new safety metrics reducing company rate by 15%.

- Rewrote company handbook and safety manual focusing on deficient areas for added employee protections and reduced company liability.
- Lead design team to implement and improve proprietary business application for accounting, service ticketing, inventory, payroll, etc.

#### **PROJECT/SERVICE MANAGER | 08/2014 to 03/2017**

##### **Crawford Door Sales Co. Of The Twin Cities - West St. Paul, MN**

- Receive, create, and dispatch service requests.
- Create quotes for large ticket items and manage project.
- Verify technician is qualified and informed of job.
- Verify jobsite requirements and safety protocols are met.
- Remained part of marketing team and website design team.
- Maintained effective customer service by responding to service requests quickly to increase overall sales by 15%.
- Lead project to replace ISP providing 10 times improved internet speeds allowing for implementation of VOIP system.
- Lead project to offsite email server to POP3 provider reducing need for onsite redundancy and negating downtime.
- Part of team to stand-up new server and workstations for entire company.

#### **RESIDENTIAL SERVICE MANAGER | 08/2006 to 08/2014**

##### **Crawford Door Sales Co. Of The Twin Cities - West St. Paul, MN**

- Received and scheduled service calls, maintained stock levels, provide customer service, dispatch technicians.
- Managed company cell phone network as well as company vehicle fleet and equipment.
- Redirected marketing budget to SEO from print and increased social media presence, reducing overall budget by 25% while substantially increasing market reach.

## **EDUCATION**

#### **University of Minnesota - Twin Cities - Minneapolis, MN | Bootcamp / CompTIA Security + Certification**

Cybersecurity/CompTIA Certification Prep, Expected in 06/2022

- Continuing education in Cybersecurity through U of M Cybersecurity Bootcamp.
- Anticipated graduation June 2022
- Will be sitting for CompTIA Security + Certification in July 2022

#### **Minnesota State University - Mankato - Mankato, MN | Bachelor of Science**

Law Enforcement, 05/2006

- Member of Law Enforcement Club
- Dean's List Fall 2002, Spring 2003, Spring 2004, Fall 2004, Fall 2005
- Graduated Cum Laude