# JAMES LEE HANER

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**Technology Professional** adept in managing and leading teams within both privately held and Fortune 500 companies. Known for a client-centric and goal-oriented approach, leveraging Agile-Hybrid methodologies to ensure the timely and successful delivery of programs and projects while adhering to budgetary constraints and maintaining full functionality. Proven track record of recruiting top talent, fostering commitment, and providing effective coaching to team members throughout the change management process.

**Hands-on leader** skilled in balancing corporate objectives, user requests, IT capabilities and team building:

* Established corporate web presence; implemented 20 domains including streaming media
* Evaluated, selected, and implemented PCs, networking, and internetworking systems
* Spearheaded a redefinition of business processes based on industry “best practices”

**Innovative thinker** adept at leveraging technology and people to improve productivity and communications:

* Improved efficiency 25%; evaluated and installed software to replace labor-intensive functions
* Originated internal security control procedures to ensure daily closeout was performed correctly
* Saved $100K+ in labor costs; organized a team to write programs previously designated as “undoable”

**Pacesetter** who uses continuous process improvement and agility to reduce costs and enhance performance:

* Standardized system development activities to resolve administrative delays. Reduced turnover 30%
* Created successful employee development plan leading to 12 corporate-level promotions
* Selected by founders of start-up company to serve on team charged with developing IT infrastructure

 **Education and Certifications PhD,** Adult Education, University of Idaho and Corllins University

**MA**, Management, Claremont Graduate University

**MS**, Information Technology Management, The American University

**BA**, Mathematics, University of La Verne

*All achieved while working full time.*

**PCA**, Google Certified Professional Cloud Architect, (2023) – **CSPO**, Certified Scrum Product Owner - **CAL**, Certified Agile Leader - **CSM**, Certified Scrum Master - **PMI-SP**, Scheduling Professional - **ICP**, ICAgile Certified Professional - **CBAP**, Certified Business Analysis Professional - **CCBA**, Certification of Capability in Business Analysis - **ECBA**, Entry Certificate in Business Analysis - **PMI-ACP,** Agile Certified Practitioner - **PMI- RMP**, Risk Management Professional - **PgMP**, Program Management Professional - **APMG**, Change Management Registered Practitioner, **ITIL v3** - Foundations certification, **PMP** - Project Management Professional – **MCSE+I** - Microsoft Certified Systems Engineer + Internet - **MCSA** - Microsoft Certified Systems Administrator - **CCNA/CCAI**, Cisco Certified Network Administrator/Academic Instructor - **CIW**, Certified Internet Webmaster - **Network+** - mid-level certification for network technicians, **i-Net+** - Internet, Intranet, Extranet and E-commerce technologies, **A+** - IT skills across devices and operating systems

#  Professional Experience

ULTIMATE BUSINESS RESOURCES 2000 - Present

**Senior Consultant**, James Haner, LLC

* Own a consulting company specializing in project management, IT services, and training. Target high- tech, startup, and Internet-based companies. He is a Founder and Partner of Troposphere Technologies LLC, “The People with Their Heads in the Clouds,” a global Cloud Services company.
* Provide consulting support for program infrastructure and IT projects requiring a broad technical understanding of Agile, security, networks, application architectures, web development, and customer support.
* Training classes: How to Pass the PgMP, PMP, CAPM, RMP, ACP, and SP Exams, How to Pass the ECBA, CCBA, and CBAP Exams, Agile Foundations, Agile Leadership, The Agile Business Analyst, Management and Leadership Skills, Communication Skills, Influence Skills, Project Management, Professional Excellence Skills, Managing Change, Negotiation Skills, Project Management for Software Development, Time Management, Dynamic Presentations, Responding to Conflict, Business Analysis,

Requirements Development, Software Engineering, Being Assertive, Emotional Intelligence, Winning at Office Politics, Time Styles, Coaching Styles, Quality Assurance, and Technical/Business Writing.

NORTH IDAHO COLLEGE, Coeur d’Alene, ID UNIVERSITY OF IDAHO, Moscow, ID

# Instructor/Project Manager

* Coordinated and taught competency-based Microsoft, Cisco, and Novell certification courses
* Upgraded computer systems hardware and software to increase operational efficiency
* Led system migration for Windows upgrade for 100+ users with no scheduled downtime
* Taught graduate-level IT courses: Telecommunications, E-Commerce, and Project Management

RESOURCE COMPUTING INC., Spokane Valley, WA

# Director, Sales and Marketing

* Created $2 million revenue stream by building technology alliances with HP and Microsoft
* Developed innovative business model that was implemented throughout the corporation

COMPUTERNET\*COMPUTERLAND, Spokane, WA

# Manager, New Business Development

* Reduced risk for new business initiatives by performing in-depth business case analysis, ROI, and CBA
* Restructured operations and financial processes; secured $25K training grant

UNIVERSITY OF MARYLAND, College Park, MD

# Professor of Computers, Business, and Mathematics

* Taught IT classes to diverse project teams; evaluated vendors and products; delivered project plans
* Formulated new curricula for Computer Information Technology; doubled program enrollment

MARTIN MARIETTA TECHNICAL SERVICES, INC., Santa Ana, CA

# Manager, MIS Financial Group, Payroll Conversion/Testing

* Managed multiple project teams working in parallel. Successfully revamped change control procedures
* Awarded for reducing monthly “Production Rerun” incident rate from 5.5 per week to *zero* in one year

FIRST INTERSTATE BANCORP, Los Angeles, CA

# Assistant Vice President; MIS, QA, and PC Support

* Formed and managed large cross-functional IT teams across multiple geographic locations
* Recognized by team for leadership: “*Your help and caring made us the #1 RES conversion team*”

PRIOR EXPERIENCE: various operations, programming, analysis, and program/project management positions throughout the U.S. Federal Government: Air Force ($1.5 million), Navy ($4 million), Department of Transportation ($2.8 million), and Department of Agriculture ($3.6 million).

Contributing author of *140 Project Management Tips in 140 Words or Less*, *Making Sense of Sustainability Project Management, PMP: Practice Makes Perfect*, *Program Management: A Life Cycle Approach, Sample Exam Questions: PMI Project Management Professional (PMP), 5th edition,* co-*author CAPM Certified Associate in Project Management Practice Exams,* author of *PMP Project Management Professional Practice Exams,* and *YOUR GOLDEN TICKET TO THE 2021 PMP® EXAM: Complete Coverage of the Newest Exam Content Outline and the New Question Types, CAPM All-in-One, McGraw-Hill (2023)*

Dale Carnegie Course “Highest Achievement Award” graduate Active member of PMI and IIBA

U.S. Air Force - earned Good Conduct Medal and Vietnam Service Medal, honorable discharge, 1974

**PMI®#: 410417, PMI-RMP®#: 151469, PMI-SP®#: 2647816, PMI-ACP®#: 1673799, CAPM® #: 2210731,**

**PMP®#: 192456, PgMP#: 1350345**