

Andrew G. Hollinger

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Business Problem Solver and Public Speaker

Extensive high-level consultative experience in business problem identification and cost-effective resolution. Exceptional ability to connect solutions to challenges through positive effective teamwork and leadership. Decisive educator and mentor who designs and delivers motivational, educational presentations to all organizational levels and relationships. Experienced and effective in formulating business cases and negotiating win/win results.

Problem Solving	Strategic Planning & Implementation	Sales / Account Management
Business Process Development	Public Speaking	Negotiations
Leadership & Staff Development	Education development & Delivery	Meeting facilitation

Selected Accomplishments

Consultative Approach to Business Problem Identification and Resolution:

- Using the “Student of Business” approach helped a national organization of multiple industrial process plants spot issues with measurements and measurement systems, manpower allocation, and senior management focus.
- As chair of the Faculty “Action Committee” dispensed with meetings and lengthy, formal proposals. Used one-page proposals with administration agencies to resolve issues like Parking Lot & pathway lighting, stair anti-slip coverings, and entrance/exit lighting. (In Academia, this is innovative)
- Engagement leader with the Mayo Clinic in Rochester, MN yielded significant changes to the way the “World’s Finest Hospital” functioned using IT tools. Security sensitive user IDs, mobile device pooling and scheduling are examples of processes I helped improve.
- Worked with a multitude of business types and organizations throughout IBM and Consulting Careers to determine where the most effective use of innovative Information Technology could make their business more effective. Worked with Proprietorships and Major Multi-National organizations.

Educational Development and Delivery:

- Developed and delivered multiple courses and educational sessions. Blended content with audience interest – “Edutainment”. Developed first on campus African-American Experience class in a highly sensitive environment and audience with high success.
- Developed and designed the delivery customer education modules for new hardware and software products for IBM.
- Was first in district to develop and deliver traditional format American History courses with all assessments done online.
- Addressed multitude of student preparation and learning types with student centered multiple format grading criteria with high student acceptance yet highly rigorous grading standards.

Negotiations:

- Elected to Faculty Senate member for over a decade. Selected as the District-wide Faculty Pay and Benefits Committee for 8 years / Chair for 4. Changed submission formats to multiple short business cases reducing development time and increasing Administrative understanding. Negotiated (without standing) in public face-to-face adversarial settings with the Chancellor and Executive staff gained more pay increases, COL stipends, Sick-leave bank, faculty dependent tuition wavier.
- Negotiated with District CFO to lead process to obtain 30% lower cost, faculty choice and simplified text acquisition methodology. Involved negotiating with Senior Management and with multiple text publication companies.
- As Managing Director of The Racing Post, negotiated increasingly profitable and effective printing contracts with DFW area printers. Over the 12-year magazine lifespan continuously increased publication yield per dollar spent.
- Trained and authorized to teach the Harvard Negotiations Project’s “Getting to Yes” methodology in negotiations.

Sales:

- Bought a 12 page, published sometimes, regional sports magazine (The Racing Post) and transformed it into a 44 glossy-paged monthly magazine with Local, Regional, and National Advertisers. Sold participants to provide content; professional photographers to provide photos free and advertisers to pay money in a Free, Paper Publication. Publication achieved Ad Rates similar to National Publications and made money each month for over 12 years in the face of increasing digital and popular media usage.
- As a Client Partner in iXL (then the largest internet consultancy in the US) sold 7-Eleven a \$5M website project over competitive organizations bids of more than 50% less. Managed the sales team and included a 1,400-line MS Project Plan as part of the bid. Delivered the project on-time and under-budget.
- As agent of Lotus Institute, sold Eli Lilly world-wide educational programs for corporate-wide applications. Largest sale in Lotus Education History.

Public Speaking:

- Have developed and delivered 30-minute to two-hour presentations to audiences of 20 to over 200 of different levels. Have been the "Keynote" speaker for both campus-based and community organizations.
- Developed and delivered 12 lectures in the US History with emphasis on the African American Experience (never previously done on campus) to a predominantly "People of Color" class to a high level of student satisfaction.
- Developed 10 1-hour peer reviewed presentations as a member of IBM's elite Executive Education Group for C-level audiences.
- Was selected to be main-tent speaker for a series of customer events in Japan and Europe.
- Featured speaker for Customer, Student, and Community events.

Leadership

- Was elected to Faculty Senate for the last 10 years. Chair of several District-wide committees.
- Was elected Chair of Academic Coordination Committee (District-wide) in History for 3 consecutive terms.
- Was President of the Texas Bicycle Racing Association twice – each time for three years. Was elected to Board of Directors for the USAC (the Olympic Federation of Bicycle Racing in the US)
- 2 terms of 3 years on Board of Directors for Washington and Lee University's Alumni College
- 2 terms of 3 years on Board of Directors for Bike Texas (the Lobbying Organization for bicyclists in Texas)
- Was Team Lead for many cross divisional, national level implementation projects for IBM (Mobile Chemical, Walmart, Eastman Kodak) Was Team Lead for three product announcement projects for IBM.
- US Army Officer with Ranger tab.

Relevant Experience

Director of Special Projects, Nuclear Logistics
Client Partner, Consultant, iXL/Scient
Director eServices, CompUSA
Program Manager, Engagement Leader, The Huntington Group
Regional Business Development Director, Lotus Consulting Services
Director of EDI, Specialized Medical Management, Inc. (SMMI)
Executive Engagement Manager; Program Manager; Sales Manager; Executive Instructor; Systems Engineer,
IBM

Additional Experience

Instructor of History, Tarrant County College, Hurst, Texas
Owner, The Racing Post, Bedford, TX

Education & Certifications

MA., Emory University (Atlanta, Georgia)
B.A., Washington and Lee University (Lexington, Virginia)