

JEFF HILEMAN

Transformational
Leader



[Intro Video](#)

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ABOUT JEFF

First and foremost, Jeff likes anything that has to do with the outdoors, particularly running! However, He's got this restless dissatisfaction for the status quo that pushes me to deliver IT through continuous process improvement. With end-user happiness in mind, Jeff develops solutions that enable businesses to be successful.

Jeff has led a Business Relationship Management (BRM) team and have 12 years of experience in IT. He designed and managed a successful global IT service desk. He developed a service desk structure and model that became a highly-marketable product which grossed over five million dollars per year. Through negotiations and right sizing, Jeff reduced IT operating expenses within one company by \$500,000 per year. He built a successful BRM practice from the ground up. The BRM department was successful in positioning IT as a trusted partner within the business. Jeff is an active member of helpdesk community, HDI and CEB (Corporate Executive Board), and the Business Relationship Management Institute (BRMi). When Jeff is not hammering away on a process improvement project or working to launch a new IT service, you can find him running through the trails in Southern California, preparing dinner for his family, or asking the question "why?" to just about anything.

EXPERIENCE

(see www.jeffhileman.com for more details)

Director, BRM | (2015 – present)

IXIA

Built business relationship management team from the ground up which created a strategic partnership between IT and other departments, focused on transformation.

Sr. Manager, Global IT Service

Delivery | (2013 – 2015)

IXIA

Was responsible for the overall end-user experience at Ixia. I managed all helpdesk and infrastructure operations staff.

Global Service Desk Mgr | (2010 – 2013)

IXIA

Was responsible for the helpdesk and deskside support globally.

IT Lifecycle Services Supv | (2005 – 2010)

SIGMAnet

Oversaw the operations of a high-volume service depot, deploying thousands of laptops, servers, and infrastructure devices daily.

EDUCATION

MBA (International Business) | (2013 – 2015)

CAL LUTHERAN UNIVERSITY

Perfect Attendance | GPA: 3.85

B.S. TECHNICAL MANAGEMENT | (2008 – 2010)

DEVRY UNIVERSITY

Perfect Attendance | Suma Cum Lade | GPA: 4.0

A.S. Computer Science | (2004 – 2006)

ITT TECHNICAL INSTITUTE

Perfect Attendance | Suma Cum Lade | GPA 4.0