



# Craig Williams, MBA, SPC

## EDUCATION & CERTIFICATIONS

### SAFe PROGRAM CONSULTANT, SAFe AGILIST

Scaled Agile Framework

### UVA WELDON COOPER CENTER FOR PUBLIC SERVICE

Leadership Certificate

### MASTERS OF BUSINESS ADMINISTRATION

Virginia Commonwealth University

### BACHELOR OF ECONOMICS

Gordon College

## SPECIALTIES & EXPERTISE

- Strategic planning
- Technology Governance
- Project Portfolio Management
- Leadership Development
- Talent Management (mentoring and coaching)
- Customer Relationship Management
- Agile Delivery Methodologies
- Enterprise Architecture
- ERP/software package procurement and implementation
- Large-scale presentation

## SUMMARY

Experienced IT leader in both public and private sectors. Over 40 years' experience in technology leadership positions.

Demonstrated expertise in technology governance, strategic planning and management of application and project portfolios; departmental budgets and procurements; and infrastructure.

## EXPERIENCE

- Directed and developed all customer facing services for Hanover County, VA's information technology team
- Managed all business applications, including the 911 Center, the County web site and GIS
- Oversaw the IT Service Desk and implemented the County's first true service desk (ITIL) implementation
- Supported the County's IT needs during emergency operations events
- Responsible for staffing decisions and team development
- Oversaw the redesign of the county's website, the implementation of the 911 CAD system, the Assessor's office CAMA system, and the RFP for the revenue management replacement project
- Implemented County-wide SharePoint and SharePoint governance
- Oversaw the County's desktop services, including upgrades and replacement strategies during economic downturn, and including developing a job-role specific device strategy
- Led IT's effort in the County response to the SPQA quality award