

Craig Harrison

9550 Collegeview Rd Apt 122
Minneapolis MN 55437
(202) 657-5117
craig@quadradox.co.nz

Objective

To change the world for good through improved business performance by contributing curiosity and creativity, a strategic focus, and experience in business, technology and the social sector to a management consulting role.

Experience

- 2007 – **Technology Strategy Consultant** and Owner at Quadradox. *May 2007 – present*
Established a boutique consulting firm with a partner. Responsible for business systems, client relationships and consulting projects in the areas of technology and market research. Engagement responsibilities include project planning and management, strategy development and the preparation and presentation of reports.
- Brought structure to a research provider's international strategic planning process by developing a framework for evaluating global market attractiveness and presenting this to the Senior Management Team.
 - Developed a creative approach to collaboration between 130 not-for-profit organizations by conceiving of a web-based volunteer-centric tool, after leading brainstorming sessions with key stakeholders.
 - Designed an international market entry strategy for an agribusiness based on field work in Chile and Brazil.
- 2005 – 2008 **IT Director** at Dove Radio Communications. *October 2005 – June 2008*
Responsible for technology strategy and IT systems for a five person radio communications firm. Advised the Managing Director on smart business systems. Managed special projects, including website creation, web applications and business process improvement. Upgraded IT architecture and fully documented IT systems.
- Contributed to a five-fold increase in revenue and a 10-fold increase in staff levels over a five year period by creating a long-term strategy for business development, using technology as an enabler.
 - Significantly improved business efficiency and established a foundation for growth by re-engineering business processes and successfully delivering an innovative \$50,000 web-based business operations system.
- 2005 – 2007 **Operations Manager** at Blueriver Creative. *September 2005 – May 2007*
Responsible for office systems and project delivery at a seven person design studio. Developed IT infrastructure, managed client relationships, oversaw five staff and undertook business development activities.
- Restored client relationships and secured follow-on work when brought in on two failing \$30,000 projects, by improving communication and focusing the design team on high-priority client concerns.
 - Successfully delivered multiple simultaneous projects to tight deadlines by creating a high-performing team dynamic, setting daily goals and maintaining close control of work schedules.
- 2003 – 2007 **IT Consultant** and Owner at BTech Solutions. *July 2003 – March 2007*
Undertook hardware and software related IT projects as a self-employed contractor.
- Reduced administration costs and complexity, and improved service levels at a private college by identifying improvements to database systems and merging multiple contact databases.
- 1991 – 2002 **Project Engineer** at the Gallagher Group. *December 1991 – March 2002*
Carried out primary research and product development at an electronic products manufacturer. Held overall responsibility for one new product development team which included cost modeling, product design, failure mode analysis and the design of manufacturing processes. Participated in strategic planning retreats.
- Turned around sales of a failing product to over \$450,000 p.a. by coordinating an investigation on three continents, managing a product recall and leading a six-person team overseas to repair units.
-

Education & Industry Certification

- 2009 **MBA** from the *University of Auckland*, New Zealand. *Beta Gamma Sigma honors*
1999 **PhD** in Physics from the *University of Waikato*, New Zealand. *Dissertation: An Analysis of Pulse Transformers*
ITIL V3 Foundation certificate in IT Service Management; **Six Sigma** Green Belt
-

Service

- 2011 – **Business Consultant** with *Grow Volunteer Consulting*, a charity that contributes to global poverty relief through economic development and job creation by providing pro bono consulting to SMEs in Africa.
- 2006 – 2010 **Board Member** of *transzend*, a not-for-profit organization that assists with educational, humanitarian and business initiatives for the benefit of underprivileged communities in Asia.