

## DAVID J. HIDDING

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### OBJECTIVE

A multi-faceted, mid-management position emphasizing strengths in creative design, marketing and implementation of major internal and external projects. Prepared to create and direct knowledge management solutions that improve productivity, reduce expenses and increase bottom line profitability.

### QUALIFICATIONS SUMMARY

Extensive knowledge management experience in diverse industries including Healthcare, Higher Education, Entertainment, and Information Technology, as well as a broad understanding of Information Technology in general. Talented, self-motivated leader with proven ability to motivate others to produce creative solutions that improve productivity, reduce expenses and increase revenue.

### PROFESSIONAL EXPERIENCE

**MEDQUEST ASSOCIATES, INC**, Alpharetta, GA

**2008-Present**

*Senior Web Developer*

Responsible for maintaining existing Web infrastructure while transitioning it to new technologies. Currently streamlining over 100 external websites into seven regional sites, while increasing the overall number of visitors and lengthening the time they spend on our sites.

- Design prototype, including graphic design, site navigation, and layout of content, for new regional websites
  - Ensure that the layout of content is accessible and logical; recommend improvements as necessary
  - Create visual concepts that match the content and the image desired by leadership
- Designed and implemented a company-wide Intranet that interfaces for rapid, real-time information sharing

*Application Specialist*

**2004-2008**

Hired as a Windows XP Migration Specialist, but transitioned into mid-management after one year. Currently providing level III support to physicians, transcriptionists, and back office personnel, as well as assisting with the development, implementation and enforcement of IT strategies, policies and procedures.

- Provide system administration (Active Directory) and level III technical support for over 2,000 Windows XP users.
- Display strong analytical skills to resolve network and hardware related issues with little downtime
- Provide detailed progress and delivery schedules to management, as well as acting as liaison between users and management
- Oversee, train and mentor junior team members

**KPMG, LLP, Montvale, NJ; Atlanta, GA****1994-2003***Senior Associate, Knowledge Management, 1999-2003*

Worked with Knowledge Management Professionals both within and outside of KPMG to identify, secure, disseminate, and promote appropriate industry-related knowledge to KPMG auditors worldwide. Industries included Healthcare, Entertainment, and IT.

- Reduced errors, redundancy of tasks, and reliance on paper through a Firm-wide rollout of a web-based audit tool.
- Successfully populated innovative web-based audit tool with industry-specific information, converting the tool from Folio-based to html-based, and provided effective demonstrations to field personnel.
- Increased Intranet usage among user-base from 24% to 88% by redesigning and deploying an effective new interface for the Healthcare/Public Service section of KPMG's Intranet.
- Enabled auditors to remain abreast of changes within their industry that might affect audit-outcomes.

**PROFESSIONAL EXPERIENCE (cont)***Coordinator, Health Care Consulting, Asset Management Team, 1996-1999*

Administered \$150,000 yearly budget that included managing, purchasing, distributing, and maintaining all computer equipment and accessories for over 150 consultants.

- Produced significant savings by reducing errors, cost, and lead-time by centralizing equipment purchasing for 21 locations.

*Graphic Artist and Technical Support, 1994-1996*

Produced complex technical sales support materials and client deliverables, including professional multimedia and desktop-published collateral, for 70+ consultants, managers, and partners.

- Reduced billing errors and improved profitability through design and implementation of fully automated process for tracing time and expense of graphic artists.

**PRUDENTIAL BANK AND TRUST COMPANY, Atlanta, GA****1993-1994***Human Resources Assistant*

Developed and implemented training programs impacting over 550 employees in the areas of management, diversity, and skills development.

**BALLOONS BY THE BUNCH/CORPORATE TIES, INC., Atlanta, GA****1983-1993**

Successful national balloon business created while still in college.

- Grew the business to three locations, a dozen full time employees, and yearly sales of over \$350,000.
- Created a corporate decorating company whose clients included Walt Disney, Coca-Cola USA, Delta Air Lines, Marriott International, Ford Motor Company and Glaxo Pharmaceuticals.
- Balloon art was commissioned in New York, Chicago, Los Angeles, Washington D.C., Houston, Cincinnati, and other cities.
- Balloon art was published and seen on Good Morning America.
- Both companies were sold in March 1993.

**EDUCATION**

Appalachian State University, Boone, North Carolina  
Emphasis in Business Administration

**SPECIAL SKILLS**

Microsoft Office (Word, Excel, PowerPoint, Outlook), CS4 Web Premium (Dreamweaver, Photoshop, Illustrator, Flash), FileMaker Pro, Rapid Weaver, PageMaker,, Folio Builder, Adobe Acrobat, Electronic Based Research (Lexis-Nexis, Goldman Sachs, OneSource, Thomson), Dictation and Transcription (ChartScript), Altiris Deployment Solution, Windows XP Professional, Windows Vista, Macintosh X