

BRAD CLOSS

CAREER SUMMARY

Innovative Leader and Senior Manager with extensive experience building and managing successful businesses while leading cultural change and exceeding all expectations in customer focused business management and operations roles.

- Expert in team building, people development and collaboration across large and diverse matrixed organizations.
- Successful in leading and driving change while maintaining high level of employee commitment.
- Led organizations providing IT and systems integration solutions to HP clients.
- Consistently able to exceed expected quality and financial results.
- Established Neighbor Ride as highly respected and valued non-profit

PROFESSIONAL EXPERIENCE

Neighbor Ride, Incorporated

2007 – 2015

(Non-profit volunteer-based senior transportation provider)

Executive Director

- Laid the foundation for Neighbor Ride to greatly expand its service to Howard County seniors
 - Moved to paperless ride tracking
 - Introduced interactive on-line ride assignment for volunteers
 - Expanded to six days a week operations and 4 part-time employees
 - Moved organization into convenient and efficient office space
- Exceeded 15,000 trips in FY15
- 98% of requested rides delivered
- 100% of passengers enjoyed an improved quality of life
- With the rest of the staff, created attractive environment for volunteers
 - Grew volunteer force to over 300
- Several awards including:
 - "Best of Howard Charity/Nonprofit" for six consecutive years
 - Audrey Robbins Humanitarian Award for "Volunteer Team of the Year"
- Financial management resulted in operating surplus each year
- Achieved broad-based community support

TRADER PUBLISHING COMPANY, Baltimore, MD

2005 - 2006

Photographer

- Photography of vehicles for advertising in Trader publications for Anne Arundel, Baltimore, Carroll and Howard Counties and Baltimore City
- Received leads, contacted customers, mapped and scheduled route
- Met with customers, took pictures, created ad copy, collected payment

HEWLETT-PACKARD CONSULTING, Columbia, MD

1996 - 2002

Managing Practice Principal

2000 - 2002

- Established and Grew IT/Systems Integration Practice
- Led peer operations team of five Managing Practice Principals
- Recruited and hired 5 Practice Principals and 120 consultants
- Responsible for delivery of large information technology solutions to several clients including Qwest, Verizon, ATT, SBC and Sprint as well as many smaller projects for other clients
- Ensured delivery readiness through hiring, training and deployment of consultants
- Revenue over \$100M in 2001 and 2002 - exceeding both revenue and profit targets
- Maintained high levels of client and employee satisfaction resulting in follow-on business from one project that generated in excess of \$150M
- Business unit led HP Consulting North America in revenue and profit contribution
- Maintained 100% retention of management team and 95% of consultants

Solution Business Lead

1999-2000

- Established and grew newly-created Telecom/Service Provider consulting delivery organization.
- With core group of 40 consultants, recruited and hired 7 Practice Principals and 150 consultants
- Established and grew practices focusing on telecom solutions
- Achieved \$70M revenue in the first year
- Maintained high levels of client and employee satisfaction
- Business unit led HP Consulting North America in revenue and profit contribution
- Maintained 100% retention of management team and 95% of consultants
- Ensured delivery readiness through hiring, training and deployment of consultants

IT Security Program Lead

1996 - 1999

- Created worldwide framework for HP Consulting security business that resulted in services start-up business performing at over 200% of target (\$20M)
- Established and led Americas and Worldwide IT Security Teams
- Facilitated cultural change through sharing of intellectual capital
- Established global relationships with product and services partners resulting in sales and delivery alliances
- Briefed industry consultants on HP Consulting's market differentiation and obtained competitive intelligence

**HEWLETT-PACKARD PROFESSIONAL SERVICES ORGANIZATION,
Rockville, MD****1993 - 1996**Expert Center Manager

- Created and led national network and network/system management program that increased services revenue from HP's traditional hardware and software business
- Managed US wide team of ten subject matter experts and two sales people
- Initiated cultural change by integrating people and process expertise into HP's tools focus
- Initiated US Enterprise Desktop Management Program to add network management services outside the data center
- Initiated US Internet Program, which established HP's presence for Internet consulting

PRIOR EXPERIENCE:**HEWLETT-PACKARD COMPANY****1978 - 1993**

Area Professional Services Manager
Region Educational Services Manager
Field Application Engineering Manager
District Systems Engineering Manager
District Customer Education Manager
Systems Engineer

WESTINGHOUSE ELECTRIC CORPORATION**Prior to 1978**Engineer/Programmer/Project Manager**COMMUNITY SERVICE**

Association of Community Services of Howard County – Board member and Treasurer - 2011 – 2017
 Howard County Board to Promote Self Sufficiency – 2015 – the present
 Howard County Age Friendly Transportation Task Force – Co-chair - 2020

EDUCATION

Graduate Study in Computer Science, George Washington University, Washington, DC
B.S.E.E., Clarkson University, Potsdam, NY