

**BRAD CLOSS**  
12118 Sudbury Court  
Clarksville, Maryland 21029

## **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**

#### 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
- Will exceed 15,000 trips in FY15
- 98% of requested rides delivered
- 100% of passengers enjoy 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 has 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****1992 - 1996**Expert Center Manager

1993 - 1996

- 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.

Area Professional Services Manager

1992 - 1993

- Led team of eight managers and 100 consultants in the Mid-Atlantic Area.
- Provided account and sales support, and consulting to customers from Virginia to Long Island.
- Maintained above target customer satisfaction while exceeding financial targets.

***PRIOR EXPERIENCE:*****HEWLETT PACKARD****1978 - 1992**Region Educational Services ManagerField Application Engineering ManagerDistrict Systems Engineering ManagerDistrict Customer Education ManagerSystems Engineer**WESTINGHOUSE ELECTRIC CORPORATION****Prior to 1978**Engineer/Programmer/Project Manager**EDUCATION AND TRAINING**

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