



# Bradley V. Milbrand MBA

## Career Summary:

Certified ITIL® Expert technical manager with experience in leading multiple development teams. Effective in streamlining processes and improving team performance to meet and exceed service level agreements. Experience with account financials and invoicing and effective in increasing profits by reducing costs. Proven record of changing and maintaining team culture and reducing employee turnover. Proficient with verbal and written communication and customer service skills. Twenty-eight years owning and operating a service business with direct customer interactions.

## Work Experience:

**Computer Aid Inc. – Harrisburg, PA** **August 2013 – Present**  
**Team Lead / Manager – PennDOT Account**

- Improved the account financial standing by increasing the multimillion contract profit by 3% by decreasing costs.
- Produced the monthly invoice for the account.
- Analyzed performance data and produced individual team and account metric reports for the client monthly.
- Oversee the development and maintenance of over 60 applications spread across 6 teams.
  - Directly supervise 22 developers and business analysts.
  - Work with multiple clients concurrently to manage planned releases and maintenance requests and ensure schedules and quality of work is maintained.
- Improved the team performance and consistently operate well within the Service Level Agreements of the contract.
- Lead cross organization meetings on multiple topics.

**e&e IT Consulting – Harrisburg, PA** **January 2013 – August 2013**  
**Consultant**

- Team Lead for Computer Aid Inc.

**Hewlett-Packard – Camp Hill, PA** **October 2011 – January 2013**  
**Systems Information Developer III**

- Assumed manager responsibilities with team scheduling, project management, ensuring processes are followed, and providing technical leadership when manager resigned.
- Mentored a new developer to move from a business analyst to a developer role
- Architected and developed applications

**JFC Global – Camp Hill, PA** **March 2011 – October 2011**  
**Contractor**

- Architected and developed applications for Hewlett-Packard

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**Silver Disc Productions, LLC – Enola, PA**

**June 1991 – Present**

**Owner**

- Provide sound and lighting entertainment to customers through planning and organizing events with direct customer interactions requiring strong written and verbal communications

**Milbrand Enterprises – Enola, PA**

**August 1999 – Present**

**Business Partner**

- Provided customer support and developed multiple applications

**Quality Builders Warranty – Wormleysburg, PA**

**December 2005 – March 2011**

**Web Developer / Programmer**

- System architect and technical team lead for 14 applications

**Penske Logistics – Beachwood, OH**

**April 2001 – December 2005**

**Senior Programmer Analyst**

- Lead and coordinated six onshore, near shore, and off shore teams
- Researched RFID and implementation plans
- Designed and Developed mobile applications

**Ernst & Young – Cleveland, OH**

**January 2000 – March 2001**

**Senior I**

- Performed Data Analysis & wrote business proposal

**EDS – Camp Hill, PA**

**May 1997 – January 2000**

**Information Analyst**

- Designed, developed, tested, & supported applications

**Student Intern**

- Workstation Specialist & Application Developer Activities

## **Education:**

**Eastern University – Harrisburg, PA**

Masters of Business Administration in Management (GPA 4.0)

Delta Mu Delta – International Honors Society in Business

**Pennsylvania State University – Middletown, PA**

Bachelor of Science, Information Systems

**Harrisburg Area Community College – Harrisburg, PA**

Associate in Arts, Business Administration

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## Certifications:

ITIL® Expert – Axelos	ITIL® Continual Service Improvement – Axelos
ITIL® Service Operations – Axelos	ITIL® Service Transition – Axelos
ITIL® Service Design – Axelos	ITIL® Service Strategy – Axelos
ITIL® Foundations V3 - Axelos	

## Accomplishments:

- Head Coach of a U13 & U19 girls soccer teams
- Board Member of the HMMS Youth Soccer Association
- Director of the HMMS 3v3 Soccer Tournament (50% Registration Increase, 300% profit increase)
- US Soccer Federation Certified Grade 8 Soccer Referee
- Volunteer as a Technical Director at LCBC Church
- Satellite Campus Producer for Willow Creek Leadership Summit
- Past President of Bradford Woods Homeowners Association
- Past Vice President of Bradford Park Community Association
- Tutored 15 students in C++ Programming at Pennsylvania State University
- Leadership and communication skills:
  - Participated in Education Outreach by teaching HTML and Java to a class of students and teachers at Eagle View Middle School in Mechanicsburg
  - Prepared and lead technical training presentations for peer groups
    - Obtained Eagle Boy Scout rank at age 14