

CRAIG HANOCH

227 Montgomery Street, Highland Park, New Jersey 08904 732.828.6722 craig@hanoch.org

As a project manager and information management and design specialist for over 20 years, I have delivered innovative solutions for the United Nations, major media and telecommunications corporations, and niche internet companies.

United Nations, Department of Field Support

Information Management, Performance Compliance and Monitoring Unit, 2017 – 2018

Managed unit of 18 staff, organized in four teams: data management, business intelligence and reporting, registry, and help desk.

- Established relationships with partners in the Department of Management to restructure and deliver moribund and badly delayed HR business intelligence solution.
- Initiated a digital registry project to establish an electronic, on-demand service for staff personnel records.
- Decommissioned legacy systems, providing training and other tools to late adopters of Umoja (SAP).

DFS HR Umoja (ERP) Focal Point, 2013 – 2017

Managed ERP project's human resource management team of 25 staff engaged in training, data cleansing, and support. Represented DFS interests in all Umoja workstreams, including design, testing, benefits realization, data management, training, support, change management, and business intelligence for the UN's \$450M ERP project.

- Coordinated successful deployment effort for Umoja Clusters 4 and 5, including all pre-deployment and ramp-up activities in UNHQ, the Regional Service Centre in Entebbe, and the Kuwait Joint Support Office.
- Led the development and implementation of a train-the-trainer program adopted by the business process owner for the global community and widely credited as a critical success factor for the Umoja project.
- Developed model for benefits realization, in collaboration with the business process owner, for the HR function.

Information Management Unit, 2009 – 2013

Supervised information management and registry staff. Responsible for all enterprise HR IT systems in the field, including reporting and business intelligence, change management, training, and technical support.

- Represented DFS in the talent management project (Inspira) in the Inspira Project Management Office and provided support to our director during Senior Working Group meetings. Managed FPD team in the development of business requirements, user acceptance testing, training and implementation.
- Led transition of IMU core function from basic reporting to analytics and business intelligence, repositioning IMU as both a monitoring and strategic resource.

United Nations, Office of Project Services, 2007 – 2009

Managed Enterprise Content Management (ECM) projects for the Department of Field Support, Communications and Information Technology Service. Served as business analyst on HR enterprise solutions, such as talent management (Inspira) and ERP (Umoja).

- Coordinated efforts with partners in the Department of Management, Information and Technology Services Division, to develop global content management platform serving both the Secretariat and field missions.
- Provided senior management with both in-depth and high-level briefings to guide decision-making during initial phases of project, including the establishment of governance and business priorities.
- Point-of-contact with vendors to ensure timely delivery of contractual services, including the development of infrastructure and quality assurance.
- Managed design and development of initial ECM applications for operational reporting and records management, coordinating efforts among customers in the field, headquarters, and development team.
- Led DFS team in the procurement of a talent management system, working with subject matter experts and stakeholders to draft statement of work, evaluate proposals and demonstrations, and summarize conclusions.

United Nations, International Computing Center, 2005 – 2007

Provided business and systems analysis, technical documentation, and prototyping services. Led business and technical analysis of the human resource processes for field missions, drafting workflows, process analysis, and system analysis.

- Developed business analyses, functional requirements, and test plans for major software development projects aimed at building next-generation human resource systems.
- Designed web interface for the Department of Peacekeeping Operations jobs pages, enhancing organizational branding as well as streamlining both the browsing and application processes.

Major Media and Telecommunications Corporations

BrainMedia, 2004 – 2005

Documenter and business analyst for start-up exploring new audio compression technology.

- Designed and produced documentation for wireless media, including manuals and a white paper. Authored guides on installing, administering, and using core software products, balancing technical and marketing content.
- Drafted white paper on BrainMedia's innovative solution, including sections on patented compression technology.

PreCache, 2003

Technical documenter for an internet start-up which produced messaging software.

- Drafted configuration and installation guide, programming manual, and API reference for flagship software.
- Programming manual and API reference provided both basic and detailed programming notes for C, C++, and Java developers building applications for distributing notifications across large networks.

Vertek, Murray Hill, N.J., 2001

Planned and managed design and implementation of Vertek's corporate website.

- Designed personalization features which unobtrusively tracked visitors' behaviors, allowing the marketing department to target messages to customers without requiring any kind of site registration.
- Built extranet incorporating existing Lotus QuickPlace technology into corporate website for a seamless marketing, project management, and support environment.

iFace, Kendall Park, N.J., 2000

Managed iFace's relaunch of iFace.com, working with Rare Medium Group to develop a new site, incorporating branding, marketing, e-commerce, and support features into a new page layout and site architecture.

- Managed the content process of creating and delivering, as well as the development of Dreamweaver templates based on original HTML code.
- Built interface for client-side support of iFace's flagship VOIP product. Interface ran within password-protected area of iFace.com, facilitating a seamless connection between e-commerce, product support, and marketing.

CNET, Bridgewater, N.J., 1996–2000

Served as the documentation and training group's senior documenter, responsible for template design, desktop publishing solutions, mentoring, and online documentation for internal tools and systems.

- Developed single-source desktop publishing solution that allowed for publishing content as paper, HTML, DHTML help, or quick reference cards. HTML templates included a wide range of navigation and layout options.
- Created a patented integrated help system, embedding context-sensitive and task-oriented help directly into the application interface.

Bellcore (Systems Documentation), 1995–1996

Technical writer and editor for a group of 40 writers documenting the first broadband solution.

- Built FrameMaker templates, adopted by Bellcore as a corporate standard, for MediaVantage documentation, Bellcore's broadband solution. These templates served as the publishing foundation for over 70 volumes.
- Wrote user guide for MediaVantage's reporting facility, the industry's first broadband solution.

Education

My education focused on classical and modern philosophy, primarily Plato, Nietzsche, and Heidegger.

University of Chicago

M.A., 1986, Social Thought, "Faith and Transformation: Deuteronomy, Hamlet, Great Expectations"

University of Pennsylvania

M.A., 1980, Political Science, "An Essay Concerning Politics"

B.A., 1980, Political Science

Interests

Baking, breadmaking, guitarmaking, politics, religion, woodworking and writing.