

Craig Hamill

Technology & Innovation Executive | Enterprise Architecture, Digital Transformation, Cybersecurity & Growth

Location: Chicago, Illinois | **Email:** craighamill@gmail.com | **Phone:** (708) 275-6823

LinkedIn: <https://www.linkedin.com/in/craighamill> | **Website:** <https://craighamill.com>

SUMMARY

Business-first technology and enterprise architecture executive with 20+ years of cross-industry leadership driving revenue growth, operational efficiency, and risk reduction across digital platforms, enterprise applications, integration strategy, cloud, data, and cybersecurity. Owns multi-domain target-state architecture and long-range enterprise technology strategy, translating business strategy into capability models, roadmaps, and investment priorities tied to measurable outcomes. Architects modern application and integration patterns (APIs, data flows, platform and analytics enablement) to align business and technology teams, accelerate time-to-market, and strengthen cyber resilience and compliance. Known for building high-performing teams, simplifying complex portfolios, and partnering with executives to align architecture governance with P&L, growth, and transformation goals. Leverages emerging technologies (AI/GenAI, enterprise automation, data and analytics, and immersive/digital-twin capabilities) to create competitive advantage and build future-ready organizations.

CORE COMPETENCIES

Application Architecture | Business Capability Modeling | Business Continuity | Change Management | COBIT | Cross-Functional Collaboration and Leadership | Cybersecurity and Compliance (NIST CSF 2.0 800-171, ISO 27001, SOC 2) | Data and Analytics Enablement | DevOps | Digital Employee Experience | Digital Transformation | Disaster Recovery | Enterprise Application Architecture | Enterprise Architecture, Governance & Risk Management | Executive Communication | FinOps | High-Performance Computing (HPC) | Identity and Zero Trust | ITIL & ITSM Service Delivery | Knowledge Management and Digital Workplace Enablement | Lean Six Sigma/Continuous Improvement | P&L Impact, Budgeting, and Forecasting | Platform Engineering and SRE Practices | Program and Portfolio Management | Stakeholder Management | Technology Strategy and Roadmapping | Threat Detection Engineering & Incident Response | TOGAF | Vendor and Contract Management

TECHNICAL SKILLS

Architecture & Delivery: Azure DevOps (CI/CD), Enterprise Architecture, Integration patterns (APIs/data flows), Observability/monitoring, Terraform (IaC) | **Cloud:** AWS, Azure, GCP | **Data & Analytics:** Data fabric, Data governance, Data platforms, MDM, Power Platform & PowerBI, Tableau | **Emerging & Research Tech:** AI/GenAI (RAG, prompt engineering, model governance), Digital Twins, Hybrid cloud HPC, IoT, LIMS/ELN, XR/AR/VR | **Identity & Zero Trust:** Entra ID, Microsoft 365, SSO/MFA/Conditional Access | **Security:** CrowdStrike, Defender, DR/BCP, Endpoint security (EDR/encryption), Incident response, Microsoft Purview, Microsoft Sentinel (SIEM/SOAR), Network segmentation, Rapid7

EXPERIENCE

UL RESEARCH INSTITUTES

Evanston, Illinois

Director of IT (Innovation, Technology & Knowledge Management)

2023-2025

Directed enterprise technology strategy for a global safety science research organization, managing a \$5M annual technology budget to enable revenue growth, expand research contract opportunities, and improve operational efficiency while strengthening cyber and compliance posture.

- **Enterprise Digital Transformation:** Served as operational technology lead in UL's divestiture into non-profit and for-profit entities, designing and delivering new cloud and end-user infrastructures from the ground up with leading service providers. Executed a seamless separation of IT environments for 500+ employees with zero downtime, establishing a scalable foundation for future growth and a trusted technology program for the new organization.
- **Technology Modernization:** Modernized research computing by deploying high-performance computing clusters and optimized infrastructure, increasing compute capacity by ~200% and sharply reducing runtimes for data-intensive workloads. Delivered \$2.3M in cost avoidance and cut provisioning time by 75% by architecting a Terraform/Azure infrastructure-as-code environment that eliminated configuration drift and recurring incidents previously driving \$400K in annual productivity loss. Defined a multi-year IT strategy and operating model spanning governance, portfolio management, budgeting, vendor management, and risk/compliance (NIST CSF 2.0, 800-171, ISO 27001).
- **Enterprise Architecture:** Defined and led the TOGAF-aligned enterprise architecture roadmap across cloud, security, and data/analytics; chaired the Architecture Review Board and standardized integration/reference architectures; improved

availability from 97% to 99.5%, reduced deployment lead time by 30%, avoiding ~\$500K in redundant solutions, and increased integration throughput by 40% to accelerate platform and analytics delivery for R&D initiatives. Established business capability maps tied to technology roadmaps and investment decisions; used capability gaps to prioritize multi-year platform and application modernization.

- **Innovation Leadership:** Architected and delivered the “Lab of the Future” program, deploying AI/ML and XR solutions across global safety-science institutes. Enabled \$5M+ in new research contract opportunities by achieving federal compliance certifications (FedRAMP, NIST CSF, 800-171, 800-53), opening previously inaccessible government and defense research work, and supporting 15+ additional studies annually, worth \$4M+ in revenue.

- **Cybersecurity:** Led security awareness and role-based training for 500+ employees; partnered with Communications to publish guides/FAQs, intranet updates, and campaigns that reinforced security-first behaviors. Delivered tailored training for researchers, lab staff, and executives (secure data handling, identity, phishing, incident reporting), improving adoption of security policies and controls. Served as the frontline liaison between business leaders, researchers, and security/compliance teams to embed cybersecurity into day-to-day operations and strategic initiatives.

- **IT Service Excellence & Knowledge Management:** Increased IT service delivery efficiency by 55% through ITIL implementation, cutting average incident resolution time from 48 to 8 hours and improving researcher productivity by an estimated \$600K annually. Built modern knowledge management and self-service capabilities that increased transparency and service quality for researchers, staff, and executives.

- **Center of Innovation (COIN):** Launched ULRI’s first Center of Innovation, an industrial metaverse lab combining IoT, XR, and AI in an immersive environment. Generated 12 new research prototypes and attracted \$3M+ in pilot funding from public and private organizations for digital twin and XR safety testing. Established a data-first lab program (ELN, Data Fabric, AR/VR, Digital Twins, AI/ML Driven) in partnership with Microsoft, improving remote collaboration, onboarding, and safety/compliance training. Unlocked \$8M+ in new revenue potential by partnering with the World Economic Forum, Microsoft, and Meta to define global safety standards for immersive technologies (XR/Metaverse).

- **Executive Technology Advisor:** Served as the institute’s senior-most technology leader on the executive team, shaping enterprise architecture and technology strategy, championing cybersecurity, and steering multi-million-dollar R&D technology investments. Partnered with research and business leaders to align technology roadmaps with mission outcomes, risk priorities, and financial performance.

PRITZKER SCHOOL OF MOLECULAR ENGINEERING AT THE UNIVERSITY OF CHICAGO

Chicago, Illinois

Director of Information Technology

2019-2023

Led IT transformation for a research-intensive engineering school, managing a \$3.5M budget and modernizing infrastructure, cybersecurity, and research computing to support faculty, staff, researchers, students, National Labs, and public/private organizational partners.

- **IT Strategy and Leadership:** Led a comprehensive IT transformation for UChicago’s premier engineering school. Defined a new IT strategy and vision in partnership with university leadership, focusing on enabling and developing cutting-edge research. Managed a diverse IT team, modernizing technology lab solutions that supported growth in research output over four years.

- **Cloud & Research Computing:** Deployed an innovative hybrid cloud architecture combining on-premises HPC resources and research compute with cloud platforms (AWS, GCP, Azure). Provided faculty and researchers with on-demand computing and storage, reducing time-to-science from weeks to hours. This innovative process and flexibility drove rapid experimentation and collaboration on projects from core research in quantum computing to materials science.

- **Cybersecurity & Compliance Excellence:** Implemented a robust cybersecurity framework with advanced threat detection (CrowdStrike, Rapid7) and strict access controls. Achieved full compliance with federal and industry standards (NIST 800-171, ISO 27001), delivering the school a trusted environment for sensitive research data. Notably improved cybersecurity posture, eliminating major incidents and driving compliance with endpoint, identity, access control, monitoring, and response.

- **Service Improvement & Collaboration:** Introduced ITIL-based service management to streamline incident and problem tracking and response. A new SharePoint intranet, connecting and collaborating for internal communication and amplification. Helped drive user satisfaction to an all-time high by fostering transparency, self-service tools, and a culture of responsive IT management.

- **Innovation Projects:** Architected high-impact projects such as developing a Salesforce CRM to unify stakeholder

relationships (students, alumni, partners). These initiatives streamlined operations and enhanced community engagement, positioning the school as a technology frontrunner within the university.

REDWOOD LOGISTICS
Senior Information Technology Manager

Chicago, Illinois
2011-2019

Scaled and governed enterprise infrastructure and security through high-growth expansion from regional 3PL to national provider; partnered closely with software teams to architect and engineer proprietary TMS platforms and customer-facing systems.

- **Enterprise Infrastructure:** Enabled rapid organization scaling from regional 3PL to national provider by designing a cloud-agnostic architecture capable of supporting 500+ concurrent users. Designed resilient networks and virtual server clusters supporting 5 office hubs and 3 data centers, achieving 99.99% uptime for critical logistics platforms and customer-facing systems.
- **Disaster Recovery & Business Continuity:** Established a comprehensive Disaster Recovery and Business Continuity program with live replication across sites and regular failover drills. Successfully protected the business from multiple potential outages (e.g., weather events) with zero data loss, safeguarding millions in revenue.
- **Operational Efficiency & Cost Control:** Streamlined IT operations and vendor management, saving ~\$500K through negotiated contracts and cloud optimizations. Introduced ROI-driven project planning and tight cost controls, contributing to profitable growth.
- **Team Leadership:** Cultivated a strong IT team and collaborative environment. Mentored junior engineers into leadership roles and fostered close alignment with software development teams – accelerating deployment cycles and boosting product innovation for the company’s proprietary TMS (Transportation Management System).
- **Security Enhancements:** Led company-wide security upgrades, including network segmentation, endpoint encryption, and enhanced monitoring. These efforts significantly reduced vulnerabilities and ensured compliance with industry best practices, instilling greater client confidence in Redwood’s IT systems.

ADDITIONAL EXPERIENCE

LOYOLA PRESS, Chicago, IL, **Systems Engineer**, 2008-2011

BONDED COLLECTIONS CORPORATION, Chicago, IL, **Systems Engineer**, 2006-2008

ROSALIND FRANKLIN UNIVERSITY, North Chicago, IL, **Systems and Support Manager**, 2003-2006

EDUCATION

DEPAUL UNIVERSITY, Chicago, Illinois - **M.S. Business Information Technology**

WESTERN MICHIGAN UNIVERSITY, Kalamazoo, Michigan - **B.B.A., Computer Information Systems**

PROFESSIONAL DEVELOPMENT

Fellow, Technology and Innovation Fellowship, Northwestern University Kellogg School of Management, 2025

Artificial Intelligence Strategy Executive Program, NYU School of Professional Studies, 2024

ITIL v4 Foundation Certification

Project Management Professional (PMP)

Microsoft Azure AI

Lean Six Sigma Certification (In-Progress)

PROFESSIONAL AFFILIATIONS

Contributor and Advisor, World Economic Forum – Connected Future Initiative and Global Collaboration Village

Member, Forbes Technology Council

Member, Fellow & Associates Board, Chicago Innovation

Member, Gartner C-level Communities

Member, Institute of Electrical and Electronics Engineers (IEEE)

Member, SIM Chicago & AITP Chicago

Member, American Association for the Advancement of Science (AAAS)