

Professional Services Resume for Andrew Adams, MBA@Rice

Andrew is a Project Manager with 22 years of experience creating and managing technology solutions. With energy experience from GIS to pipelines to retail electricity delivery, plus medical, manufacturing, venture capital analysis, and software environments, Andrew brings a diverse background to bear on information-management problems.

A published author and frequent public speaker, Andrew's work has included project management, requirements and design, product evaluation and recommendation, implementation, and post-implementation support and user training.

Selected Project Experience

Oil Major (BP/Gimmal)

The consultant served as a Project Manager on a project supporting and enhancing a system built from scratch to enable forensic accounting and legal document and information management related to a 2010 incident with very significant financial, environmental, and regulatory consequences. Duties included customer interface, productivity assurance, onshore and offshore personnel management, content type and metadata design, inter-team interface, and agile project development.

While engaged the Consultant was promoted twice by the client and both the consultant and his team members received performance-related awards.

Multinational Chemical Manufacturer (Chemtura/Gimmal)

The consultant served as a senior analyst on a multifaceted design project, leading the creation of the folder hierarchy, metadata design, and security schema for the largest group yet handled by the design team (Finance). Ninety interviews were conducted with thirty representatives of a 400-person department; legacy storage systems were examined, and educational sessions held to help the design team understand the important differences between an electronic content management system and a shared drive. A collection of deliverables was produced of sufficient completeness to go directly to the implementation team.

World's Largest Subsea Driller (Transocean/Gimmal)

The consultant served as a Senior Analyst on four projects. On the first, he designed and developed a hierarchical taxonomy covering the enterprise, departmental, and sub-departmental levels. The second project created a plan for a three-year, \$4MM (services and software) enterprise content and records management (ECRM) systems implementation project. A 14-document deliverable package covering forty-five projects was created in less than two months. This plan, with modifications for budgetary reasons, was accepted by the customer and is being implemented.

The third project drew on the first two: a continuation of the taxonomy development for the largest department, plus the design and implementation of document imaging for the three most important document classes. The fourth project completed the development and implementation of an enterprise-wide taxonomy in SharePoint.

Multinational Gases Manufacturer (Air Products/Gimball)

The consultant served as a Senior Analyst, leading a Physical Records Management assessment, and completing the deliverables on time and budget. The consultant was then asked to participate in the development of ECRM Strategy deliverables as well.

Major Electricity Retailer (Reliant Energy)

The consultant served as a Senior Analyst within marketing operations. The consultant led a multidisciplinary team on a 9-month project to resolve an inappropriate bill calculation formula. On this project, the consultant modeled billing issues covering 150,000 customers, worked with IT to build, test, and implement new code, helped craft internal and external change communications, and trained call center employees. Customer losses due to this issue were limited to a fraction of one percent.

The consultant also led other customer-service improvement initiatives, served as liaison between Marketing, Sales, and Customer service on four campaigns per year, created ad hoc databases in MS Access still in use today, and configured data mining tools against an SAP system.

Mid-Sized Specialty Hospital

Serving as a Senior Consultant for an outsourced IT group at a hospital and attached multi-location 35-surgeon clinic, the consultant architected, installed, maintained, and supported systems including AIX, Novell, HPUX, MPE, NeXTStep, Windows, MacOS, and SCO UNIX. The consultant supported a user base of three hundred at multiple locations, implemented a non-IP WAN, trained users, and managed development projects up to 100K for internal clients.

Oil Major

As project manager/developer, the consultant created expense-tracking systems for individual exploration projects, with reporting and analysis tools to detect interproject cost-shifting. Requirements, design, development, testing, and user training were all within the consultant's scope.

Additional Professional Experience

- Jones Graduate School of Business, Rice University: Adjunct Professor. Team-taught MBA-level electronic commerce class for two years & wrote textbook for same, with a 5000+ print run. School of Continuing Studies: Instructor. Developed comprehensive digital imaging curriculum and instructed up to 145 students per semester for twenty-eight consecutive semesters.
- Software Development/Appliance Vendor (iMimic): 1 of 2 in Business-Development group; also handled A/R, A/P, Payroll, and HR functions.
- Energy Trading Major (Enron): Analyst in software venture capital group; performed due diligence on investment target companies, primarily in the enterprise application integration (EAI) space.

Publications

"E-Business Technologies." Primary Author - 287pp. Publisher: Course Technology; 2002

Education and Recognition

- Rice University, Jones Graduate School of Business, MBA 2001 (Jones Scholar & Jones Citizen Awards)
- Rice University, BA Economics/English/History