

SUMMARY:

- Strategy & Implementation for Copilot and AI tools with strong background in Knowledge Management systems
- Product Owner for AI-forward software development projects
- Architect/Consultant/Admin/Evangelist for Copilot, SharePoint, Teams, & M365
- Project Managed team & SDLC of \$50MM+ SharePoint/SQL document repository/financial information system for the \$65B Deepwater Horizon incident response
- Adjunct Professor/Instructor/Trainer w/ 3,500 hours in front of technology classrooms, and many more in front of clients during all project phases
- Author of “E-Business Technologies” textbook (Cengage Publishing) for MBAs; quotes and chapters excerpted in other textbooks
- Records Manager, Business Information Manager, Knowledge Manager, and Taxonomist

EXPERIENCE:

AI Product Owner & CoE Leader (Reflections) / Product Manager: SharePoint & Copilot (New Era Cap), 1/2025 to Present, Buffalo NY

- Planned and executed multi-phase Copilot deployment for 1,500-user multinational, from readiness assessments to end-user training
 - Created and executed enablement program: a multi-stage, multi-discipline AI/Copilot curriculum to create an AI-enabled workforce
 - Provisioned customized Copilot agents from Copilot Studio onto corporate intranet; connected and configured data sources for RAG; coordinated user testing and guardrail testing within IT
 - Planned and executed Comms strategy: created & distributed Copilot and AI enablement resources via Engage, Teams, email, and SharePoint
 - Trained hundreds of users via dozens of classes; also covered policy and allayed job loss fears
- Managed AI-Related software development projects; onsite product owner interfacing between business and offshore development team.
- Planned, designed, implemented, migrated, and enabled a new agentic SharePoint Intranet before being promoted to AI role.
 - Promoted to SharePoint Center of Excellence Leader by Reflections
 - Intranet Architecture, design, migration, KM strategy, PowerAutomate development
 - SharePoint, Teams, & Copilot design, development, education, and administration
- Designed, prototyped, developed, and implemented work visibility and predictive workload visualization tool in SharePoint Lists & Power Automate
- Selected, managed, and pruned offshore team; left best person in place as SharePoint/Copilot admin for client

Microsoft 365 Consultant, Developer, Administrator, 1/2024 to 12/2024, OfficeOptimus, Seattle

- SharePoint & Teams design, development, and administration
- Wrote site provisioning system in PowerShell using PnP & Azure Runbooks, triggered by PowerApps
- Executed migrations and implemented knowledge management and document management strategies and systems in SharePoint & Teams

Project Manager / Managing Consultant, 2010 to 2015, Gimmel Group, Houston

- @BP: Project Manager for CDAT, a bespoke forensic accounting/anti-fraud/document management system and financial document store encompassing entire Deepwater Horizon spend (\$65B+) + 750K docs, up to 20K pages
 - Primary interface between business and technology groups
 - Managed team of twelve onshore and offshore, SDLC tasks & timelines via agile development methods
 - Promoted twice by client; “BP Values Champion” awards earned by me, my team, and individuals on my team
- @Transocean: KM strategy, taxonomy development, ECRM systems implementation (SharePoint)
- @Chemtura & Air Products: data modeling, document management implementation strategy (OpenText), penetration testing, change management, proposal writing

Adjunct Professor, 2001 to 2003, Rice University Jones Graduate School of Business

- Taught MGMT702, “E-Business Technologies” as an Adjunct Professor @ Rice’s Jones School of Business
- Author of “E-Business Technologies” textbook for MBAs; quoted and chapters excerpted in other textbooks

PM Consultant, Founder, Instructor, 1999 to 2024, Adams Computer Experience, Houston

- Small/medium business technical consultant, serving businesses from 1 to 40 employees. Installed servers & software, networks, PCs. Trained users; coordinated projects; managed other vendors
- Taught technology & digital photography, totaling 3,000 hours of 25-person classes at Rice University GSCS
- Founder & manager of a photography facility serving two hundred clients and one thousand students per year

Additional Experience

- General Contractor, Project Manager, & all trades except foundation on new house construction
- Direct caregiver for two family members with terminal illnesses
- Captained own boat 9,000nm during three summers between Seattle & Juneau
- Coordinated cross-functional business process redesign solutions through implementation, involving customer service, marketing, & IT
- Co-managed multiple simultaneous IT & call center projects (server, network, and telecom implementations) requiring detailed data and process analysis
- Information systems administrator for two dozen clients comprising more than 300 users
- Managed operations including accounting, HR, payroll, and benefits administration for ten-person startup
- Managed, supported, & modified ERP (QAD) at 125-employee manufacturing facility

EDUCATION & EDUCATIONAL EXPERIENCE

Master of Business Administration, IT & Marketing

Jones Graduate School of Business, *Rice University*, Houston

GPA: 3.8/4.0 Jones Scholar Award, Jones Citizen Award

ProSci Change Management Professional, AIIM SharePoint Practitioner & Specialist