

ADAM BURGESS

Rockville, MD 20850, resume@adamburgess.com

Account Executive

Global Business Development / Data Driven Solutions / Presenting Technology Options

Respected executive with distinguished 10+ year career managing clients with over 9000+ locations worldwide. Extensive expertise in online solutions, software operations, data mining, product direction, and efficiency planning. Applies excellent communication and technical skills to successfully forge solid relationships with enterprise partners and utilizing that success to further corporate product and platform sales. Strong IT background including programming (C, C++, C#, SQL), web development (IIS, HTML, JavaScript, CSS, jQuery, ASP, ASP.NET, ASP MVC), languages/protocols (XML, XSL, XSLT, JSON, SOAP, HTTP, FTP), database development (SQL SERVER, SQL, SSRS, BIDS), and API development/interfaces. Proficient in multiple desktop applications including Excel, Word, Outlook. Core competencies include:

- New Product Technology Launches
- Market Planning & Positioning
- Advanced Technology Integration
- Data Analysis and Mining
- RFP Development & Review
- Manage Complex Enterprise Level Projects
- Key Account Relationship Management
- Business Development & Expansion
- Building Alliances & Partnerships
- Create Efficiencies Through Process Innovations

PROFESSIONAL EXPERIENCE

VP Accounts, 2001 - Present

Photo Finale, Inc. (previously known as Lucidiom, Inc.), Tysons Corner VA

Photo Finale is one of the leading software providers in photofinishing with OEM and independent retail clients around the globe. Promoted from within to manage and monetize key accounts to include Walgreens and Ritz Camera and Image.

Selected accomplishments:

- Acquired Ritzpix.com, \$15M in yearly sales, through successful management of +\$50M kiosk platform
- Instrumental in launching first ever nationwide 1hr photobook solution with Ritz Camera and Image (1000+ locations)
 - One of a team of two in presenting and selling the program to Ritz, included a hardware and software solution to roll out to their stores
 - Worked with Ritz executive team in managing the entire life cycle of the program, from hardware and software distribution, to training employees, to setting up and maintaining a strong support organization for the life of the program
- Manage OEM partnerships with HP, Walgreens, and Ritz Camera and Image. Dealt with all levels of the organizations including executives, development teams, support teams, and store personnel
- Reduced Ritz software configurations from over 16 to 3 through standardization
- Managed over 30+ software configurations spread across 30,000+ Walgreens kiosk installations
- Decreased Walgreens software upgrade failures from over 3% to less than .1%
- Worked with HP, Walgreens, and Ritz to meet their stringent security requirements
- Manage over 90+ custom websites
- Actively debug client side website issues and code custom websites
- Coded multiple interfaces to different supplier API's
- Architected SQL database for HP's global instant kiosk initiative
 - Designed, coded, and launched a web based sales and support dashboard for this initiative which was manned 24/7 by HP personnel.
- Utilized many different collaboration solutions in dealing with multiple teams and organizations to include programs like Basecamp, Jira, Confluence, Slack, to home grown customized solutions

Lead Web Developer, 2000 – 2001
Digital Now, Inc., McLean VA

- Responsible for maintaining 25 live websites including MyPhotosNow.com, MyPostcardsNow.com, MyAlbumsNow.com, and ReprintsNow.com. These websites reside on an IIS webserver and communicate with a SQL Server database using ASP ADODB through ODBC connections.
- Designed, coded, maintained, and tested MyPostcardsNow.com. Created a 3-tier architecture:
 - Tier 1 (User Services): written with HTML, DHTML, and JavaScript
 - Tier 2 (Business Services): implemented through client-side JavaScript objects
 - Tier 3 (Data Services): SQL Server database utilizing stored procedures, triggers, and ADODB
- Migrated complex websites from 2-tier (server-side business logic interspersed throughout HTML GUI) to 3-tier architectures (business logic separated into client-side JavaScript objects). This architecture greatly improved website maintenance, adaptability, and performance.
- Added functionality to websites by integrating the websites with dll's, ActiveX controls (C++ & VisualBasic), server-side VBScript, ADODB objects, ASP objects, DHTML, and client-side JavaScript.
- Designed systems to easily adapt websites for multiple customers and multiple languages.

Business Systems Technologist, 1998 - 2000
Fannie Mae, Washington D.C.

- Successfully completed Fannie Mae's Corporate Information Systems Business Systems Technology Program, a full-time, four month training program. Training included object oriented design and programming, code-based testing, SQL, C, Objective C, UNIX, and WebObjects.
- Generated specifications for reports that optimized operation of the Multifamily Asset Servicing business group.
- Developed customer requested reports using Seagate Crystal Reports connected to AS400 and Sybase databases.
- Designed, coded, and implemented a Visual Basic application to generate and archive reports in batch without user input. The application retrieved data from AS400 databases and formatted them through a Crystal Reports control.
- Created a Visual Basic GUI for users to view, print, and refresh data in these archived reports.
- Assumed leadership of multiple interfaces connecting different systems within the Multifamily Asset Servicing Phase II project. This included analysis, design, coding, and testing support for these UNIX interfaces.
- Provided 24x7 production support for the Multifamily Asset Servicing System. Duties included:
 - Creating and executing UNIX scripts
 - Monitoring batch processes
 - Verifying file layouts
 - Troubleshooting any problems within the system

Registered Stock Broker, 1996 - 1998
Waterhouse Securities Inc., Arlington, VA

- Responsible for managing over 1500 accounts and trading stocks and options in excess of \$500,000 daily.
- Gained strong knowledge of equity markets through daily contact with exchange floor.
- Supervised and trained new employees on all aspects of the computer system and products and services.
- Provided customers with account information, policies, procedures, and explanations of securities laws.
- Passed series 7 and series 63 tests.

EDUCATION

Bachelor of Science in Physics, May 1993
The College of William & Mary, Williamsburg, VA

Courses:

- Economics
- Quantum Mechanics
- Classical Mechanics
- Electronics
- Accounting
- Thermodynamics
- Electricity and Magnetism
- Linear Algebra
- Differential Equations
- Multivariable Calculus

Research:

Created a program in QuickBasic that simulated the path of light rays through two-dimensional bends for use at Jefferson Lab/CEBAF national laboratory.