

# Adam Richardson

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## Leader, Engineering & Technology

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Offer 15+ years leading teams in development and delivery of engineering platforms and services. Strong ability to build and lead high performance teams. Highly adept at developing and implementing programs and initiatives that enhance business operations. Demonstrated skills in overseeing programs from concept to completion ensuring on-time, on-budget, and on-target results. Extensive experience working with internal and external customers at all levels. Highly motivated and skilled at instilling a culture of quality and teamwork.

### Highlights of Expertise

- Strategic Planning and Execution
- Cross-Functional Leadership
- Geographically Dispersed Team Management
- Recruiting and Career Development
- Agile Methodology
- Process Improvement
- Certified Scrum Master/PO/Dev
- Incident Management
- Team Building/Mentoring and Leadership
- Cloud Platforms
- Performance Development
- Vendor Management

## Professional Experience

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**Go Blue Technology**, Apollo Beach, FL

06/2020 - PRESENT

### **Director of Software Development**

Being a lean start-up, I direct all aspects of software development, QA, and support services of platforms. My skills in platform lifecycle management were key to the project's success.

I worked directly with my Agile/Scrum development team, internal stakeholders and clients. Some of my responsibilities and successes include

- Recruiting and developing high functioning team of developers and QA developing in the cloud (AWS).
- Daily Scrum meetings with the dev team giving guidance on technical implementation and architecture recommendations.
- Contribute to designing new features based on client feedback and usage.
- Requirements, prioritization, backlog refinement.
- Launched on time and budget.
- Continuous improvement and features within the applications.
- Responsible for onboarding of new clients.
- Managed the overall strategy and roadmap.

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**Sourcetoad**, Tampa, FL

06/2019 to 04/2020

**Senior Product Quality Manager**

Worked at Sourcetoad in many capacities. Being a smaller company, I performed many roles. Responsible for Product front-end and back-end as well as Client Management. Built out critical functions to enable the company to continue its rapid growth in a more structured manner. This was an agency-based model, some client spaces were online learning, pharmaceutical (HIPPA compliance), eCommerce and cruise lines.

Worked directly with internal and external stakeholders and Agile/Scrum/Kanban development teams to help the company grow. Some of my responsibilities and successes include

- Took over top client accounts and acted as Program Manager, Client Manager and implemented more stringent quality assurance resulting in software adding more value and velocity critical to the client needs.
- Recruited and built a team to address needed DevOps, Quality Assurance, Incident Management and Development Architecture (SaaS), AWS and support.
- Implemented more formal code and architecture reviews for our FTE and offshore development teams raising the quality of the work.
- Built out our QA environment developing test cases and documentation.
- Implemented Service Desk ticketing systems for internal DevOps and external clients including creating knowledge bases content for incident management response and ticket resolution.
- Cross-functional collaboration with development, business and clients including data analysis and analytics.

**The Nielsen Company**, Oldsmar, FL

02/2014 to 05/2018

**Director of Global Engineering**

Leadership of a team of global engineering resources including software, hardware, QA and production support resources. Responsible for platform presence in 35 countries.

Managed platforms responsible for \$2B in annual revenue. Enabled expansion into new markets and countries through innovation and feature sets specific to the region. Supported clients and local operation teams to ensure successful implementations and defined success metrics.

- Managed operations at six offices on three continents including ~45 FTEs, 10 consultants, and 25 contractors in the U.S. and offshore using Agile/Scrum/Kanban methodologies.
- Led team to revise and redesign platforms resulting in decreased hardware cost, additional sustainable software code base resulting in \$1.2MM in annual cost savings.
- Directed innovative cross functional collaboration initiative to design first-of-its-kind industry solution to accurately report streaming data resulting in new revenue streams.
- Responsible for all deployments globally.

**The Nielsen Company**, Oldsmar, FL

05/2012 to 02/2014

### **Senior Engineering Manager -**

Leadership of the Center of Excellence products for OEMs integrations using Agile/Scrum methodologies. Liaised with stakeholders to properly address technology needs and served as engineering level troubleshooting expert. Led all aspects of product design, implementation, and launches.

- Reversed previously struggling area to highly functioning team focused on quality.
- Led team to update all platforms, improve existing systems, and collaborate with OEMs to introduce technologies into new products.
- Developed Business Process Improvement initiative to streamline and simplify orientation of new clients and OEMs and improve productivity by 50%.
- Full software development life cycle (SDLC)

**The Nielsen Company**, Oldsmar, FL

03/2010 to 05/2012

### **Engineering Manager**

As leader of Service Delivery, I administered all software and hardware releases for more than 100K devices in North America. Ensured timely delivery and quality. Managed all contents of production releases.

- Manage a team of 16 engineers managing platforms responsible for \$500MM in annual revenue.
- Improved performance of flagship platform to all-time company high resulting in \$10MM savings by maximizing operations resources, decreasing maintenance visits, and lowering installation time through data engineering and business intelligence (BI) methods.
- Authored installation and troubleshooting documentation for field training center, tech support, and field representatives.
- Held weekly interactive webcasts with operations focused on training, troubleshooting and live Q&A with field force.

**The Nielsen Company**, Oldsmar, FL

04/2007 to 03/2010

### **Engineering Support Team Manager**

Supervising a team supporting domestic engineering needs for production systems placed in 30,000+ locations. Merged testing of production software including contributions to design of new features/enhancements and bug repairs. Installed and preserved multiple test sites finding improvement methods through data engineering, business intelligence (BI), and data science.

- Served as primary SME to maintain existing and design new production systems.
- Trained and mentored other teams on system technical support needs and problem solving.
- Incident Management.
- Managed on-call technical support rotations of the team.
- Data analysis and analytics for leadership.

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## Education & Credentials

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ITT Technical Institute, Tampa, FL

03/2001 to 03/2003

**Technical Associate in Computer Network Systems**

**Advanced Certified Scrum Developer (A-CSD)**

**Certified Scrum Master (CSM)**

**Certified Scrum Product Owner (CSPO)**

**AWS Certified Cloud Practitioner (CCP)**

**Microsoft Azure Fundamentals Certification**

**Professional Development:** Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), Certified Scrum Developer (CSD), Six Sigma Green and Black Belt Certification; Business Process Improvement, Agile/Lean, ITIL Foundations, and Management.

**Technical Proficiencies:** Software Development Processes, Hardware Development Processes, Visual Basic, VBA, Scripting Languages, Jira, Test Manager for Jira (TM4J), Service Desk for Jira, Microsoft Office Suite, SaaS Applications, User Interfaces, XML. Cellular Technologies, Audio Technologies, software development life cycle (SDLC), Managing Cloud Computing, Office 365, iOS/Android, full stack management, roadmaps leader, project management, data analysis and analytics. Production solutions. Excellent written and verbal communication.