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Education

BS Electrical Engineering, North Carolina State University, 1989
Nuclear Regulatory Commission Senior Reactor Operator Instructor Certification, 1985
Nuclear Regulatory Commission Senior Reactor Operator Certification, 1990
Microsoft Certified Systems Engineer, 2000

Employment

wABmaster.net	Owner – Consulting Services	2011 - present
	> America's Building Records	2016 - present
	> Pizza Inn	2016 - present
	> Nite Group	2014 - 2014
	> ASUG	2012 - present
Advanced Sports Logic	FLEX Developer	2010 - 2010
Americas' SAP Users' Group (ASUG)	Director – Information Services	2008 - 2009
Kaplan Professional	Sr. Director – PMO	2006 - 2008
OnWired.net	Consultant	2005 - 2006
Thomson-Reuters (Dialog)	Sr. Manager – Process Engineering	2000 - 2005
Progress Energy	Technical Writer / Webmaster	1998 - 2000
Pacific Gas & Electric Company	Instructional Consultant	1991 - 1997
Carolina Power & Light Company	Instructor / Shift Technical Advisor	1982 - 1991
US Navy	Nuclear Electrician	1978 - 1982

Duties, Skills, & Accomplishments

Data Analysis

2016-present ... Providing sales and labor analyses for multiple Pizza Inn restaurants in NC region; duties include daily reporting (via RMarkdown), analysis of operational results, and predictive modeling.

Program & Project Management

Created financial planning analyses at Nite Group allowing consolidation of company-wide project labor history and projections; provided ability to forecast expenditures inclusive of all ongoing and proposed projects; allowed COO ability to budget to monthly positive cash flows and address reductions in labor rates.

Provided project manager support of Infor technologies (demand planning) at Nite Group client.

Provided monthly project status, costs, and ROI analysis to c-level staff at Kaplan Professional; yielded early detection of positive/negative projects.

Created project management office (PMO) for Kaplan Professional, including processes, project manager team, and enterprise-wide tracking application (daptiv) roll-out; yielding appropriate resource allocations and ROI evaluations against new project requests. The Office captured over 240 projects for c-level review.

Completed Thomson-Reuters (Dialog) Trifecta project (final 4 months) - a new platform for Profound(TM); new deployment strategy implemented; managed multi-timezone roll-out; resulted in first highly-successful consolidation of company product lines.

Established capacity planning mechanism at Thomson-Reuters (Dialog), Kaplan, and ASUG; each resulting in clear resource appropriation to business objectives.

Managed creation of computer-based training modules for General Employee Training for Pacific Gas & Electric; reduced training expenditures 60% company-wide.

Managed Operations outage planning and execution (three refueling outages) for Duke Progress Energy's Harris Nuclear Project.

Information Technology Management

Provided strategic business insight for America's Building Records (ABR), a start-up company located near Chicago, including use case development, accounting services, and work order review.

Managed ASUG's web platform upgrade from DNN to Expression Engine while upgrading their customer management system iMIS across multiple versions, while upgrading their social interaction package (JiveSoftware's Clearspace), while upgrading their eMail marketing platform (Lyris) to Informz; all within a 10 month window. Management activities included replacing an external consulting group during the 3rd quarter in order to conclude the project within the calendar year.

Implemented ASUG's first online product, EDGE, an SAP contractor review database; managed development vendor, created operational guidance and procedures.

Managed development and testing of membership renewals workflow at ASUG; increased online credit card processing by 30% in 2008, 400% in 2009.

Managed development and testing of volunteer management project at ASUG; reduced staff administration time for volunteer positions by 20%.

Established consistent application of eMail marketing processes at ASUG; increased membership outreach by 175%; addressed eMail failure mechanisms increasing membership outreach by 25%.

Established Rational Unified Process (RUP SDLC) at Thomson-Reuters (Dialog) business yielding reduced errors on deployments, greater stakeholder satisfaction and 35% revenue increase when Profound(TM) shifted to client-server architecture.

Established and managed Thomson-Reuters (Dialog) quality assurance team; yielding new testing procedures, processes and deployment practices; Profound availability 99.992% over first six weeks.

Managed consolidation of Thomson-Reuters (Dialog) internet platform to single site; reducing operating expense by 30%; resulting in segregated environments for testing and production; improved content-change accuracy by 80%.

Established, staffed, and managed a web development and testing team at Thomson-Reuters (Dialog) consolidating enterprise-wide intranet services; yielding 8:1 FTE reduction.

Technical Support

Providing technical network support for multiple Pizza Inn restaurants in NC region; duties include workstation/terminal maintenance, network configuration, internet interface, and firewall operation. Successes include 1) network segmentation of POS systems based upon PCI compliance requirements, 2) terminal up-time improvements, 3) backup power implementations, and 4) effective use of cloud-based technologies for information sharing.

Curriculum Development and Professional Adult Instruction

Applied Systematic Approach to Training methodology to licensed operator training programs at Harris Nuclear Project and Diablo Canyon Power Plant; yielding reduced operator errors during plant operations.

Implemented job and task analysis for licensed and non-licensed training programs at Harris Nuclear Project; establishing learning objectives and evaluation metrics prior to plant startup.

Designed and implemented Auxiliary Operator (AO) Training Program at Harris Nuclear Project; yielding 90% graduation rate in first AO class prior to plant startup.

Designed, implemented and evaluated portions of all licensed training programs at Harris Nuclear Project; yielding over 80% success rates in licensing activities.

Implemented job and task analysis for licensed operator and shift technical advisor training programs at Diablo Canyon Power Plant; establishing knowledge/ability catalog for NRC evaluations.

Supervised re-accreditation team for Diablo Canyon Crafts Training Program; returned programs to accredited status within 1 year; direct report to senior plant management team.

Participated in re-design of licensed operator training materials; implemented Information Mapping technique; INPO best practice award.

Teaching / Tutoring

2016-present ... tutoring elementary school students in science as part of the North Carolina Science Olympiad project.

2011-2013 ... tutoring middle school student in math; 20% mentor, 80% tutor; student continues to pass end-of-course testing.

2006-2016 ... homeschooling two boys from 3rd grade math/science to high school topics; 25% mentor, 75% tutor; the oldest completed Seton's homeschool program and is enrolled at NC State; the younger completed his GED and is enrolled at Johnston Community College.

2011-2012 worked with adult students at Johnston County Community Center in nursing program who were struggling with Algebra I; 10% mentor, 90% tutor; all students passed their course.

1998-2006 worked with at-risk students at Garner Magnet High School; 9th and 10th graders primarily involved in math and science-related topics; 80% mentor, 20% tutor; all students passed their grades; one student went from all D's (9th grade) to all A's, one B in 10th grade.

Process Engineering

Built, managed, and mentored in-house and consultant teams at PG&E's Diablo Canyon Power Plant where Job-Task Analysis processes were implemented across a 2½ year project to provide an accreditation basis for all operator training programs.

Established work flow models and implemented issue tracking (via Redmine) at ASUG; resulted in less training time for new employees, centralized location for issues and tasks, integration with SDLC processes, and ability to control projects with remotely located resources - ASUG and non-ASUG entities.

Created Customer Response 4-Tier Model at Thomson-Reuters (Dialog); response times improved 300%.

Established Risk Management at Thomson-Reuters (Dialog); yielding categorized assessment of risk against major projects; appropriate business units were tasked with response.

Implemented department-wide software development life cycle (SDLC) at Thomson-Reuters (Dialog), Kaplan, and ASUG.

Established capacity planning model via time reporting at Kaplan and ASUG.

Created L^AT_EX publishing mechanism supporting typeset of *Power System Analysis* (1994).

World Wide Web Technology

Provide and maintain client hosting and application development for government, non-profits, and small businesses since 1996.

Created user interface (FLEX language) for Advanced Sports Logic's The Machine - a fantasy football online application; together with the back-end system yielded a new business venture (remains on the market as of 2018).

Created self-service tools for Growing Up With Us, Inc.; allowing 33%+ increase in total revenue for over 3 years without need to increase administrative staff.

Created and maintained data integrity tools for Growing Up With Us, Inc; allowing production data tables to remain optimized for 100k user base.

Transferred and maintained web sites saving customers 50-70% on hosting costs. Back-end support includes ColdFusion, MySQL, MSSQL, and WordPress.

Last updated: January 4, 2018

<http://www.buie.us/docs/abuieCV.pdf>