

ADAM C. RILEY

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Skills

Project management, data science, data visualization, leadership, innovation, curiosity, problem-solving, critical thinking

Professional Experience

Thomson Reuters; *Reference Attorney Consultant*; Jan 2015 - Current

- Collaborated with cross-functional teams to provide information and answers to internal and external customers; shared Westlaw updates and led internal education efforts
- Projects:
 - Leveraged digital fluency to develop software solutions to surface key information to users and stakeholders; utilized data-based insights to simplify contact routing
 - Automated collection, cleaning, and analysis of customer contact transcripts appended with reference attorneys' Westlaw history to create a machine learnable data set that provides insight into customer research habits
 - Voice of the Customer Project - used Agile framework to develop and scale up an app for sharing feedback; designed search engine, automated data collection, designed the user interface, tracked user data, and used data to direct app enhancement; advocated for adoption via presentations, evangelization, and education
 - TR Power Platform Team - helped organize a collaboration group to enable enterprise-wide sharing of knowledge and drive adoption of low-code solutions, assembled onboarding training program, led monthly collaboration meetings with participants
- Gigs:
 - Quick Check Team - proved that the DPI requirement should be reduced for uploaded documents; increased accuracy of converted PDF text; interviewed customers for new feature feedback; created gold data
 - UX Team - mentored gig team and finalized app that tracks project progress and OKRs
 - Reference Attorney Summer Chats - trained, supervised, performed quality evaluations, and held feedback sessions with participants, reported metrics, and tracked overall gig impact

Fidelity National Title Group; *Recoupment Counsel*; July 2012 - July 2014

- Identified liable parties; developed and executed plans that recovered losses
- Managed local litigation teams and appeared as the corporate representative at hearings and conferences
- Realized most recoveries and highest total recovery [2013]

Riley & Thomas, PLLC; *Partner*; Mar 2009 - July 2012

- Led full-service law firm specializing in counseling non-profit organizations and small business startups
- Litigated on behalf of clients and performed transactional document preparation

United States Patent and Trademark Office; *Patent Examiner*; Nov 2007 - Sept 2008

- Examined patent applications and researched prior art
- Corresponded with inventors and counsel

Sun Chemical; *Engineering Co-op*; May 2001 - Apr 2004

- Barcode Project - used six sigma principles to develop and implemented a system that optimized loading product into containers for transport, allowing for real-time tracking and customer notifications
- Railcar Offload Project - designed steam delivery system; supervised installation, start-up, and training
- Maintenance Project - managed maintenance department, scheduling, discipline, and employee evaluation

Education

HarvardX, *Certificate in Data Science*; Dec 2020

University of Louisville, *Juris Doctorate*; May 2007 [admitted: Kentucky, EDKY, WDKY]

Purdue University, *BS in Chemical Engineering*; May 2004