



# Adam Hayward

BUSINESS ANALYTICS & FULL  
STACK DEVELOPMENT

## PROFESSIONAL OVERVIEW

A highly successful Business Analyst with a demonstrated history of optimizing organizational efficiency across various industries. Expert in team management, process refinement, and fostering cross-functional cooperation. Data driven decision-maker with a track record of achieving results in dynamic, high-pressure settings.

### CONTACT

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### PROFESSIONAL EXPERTISE

- Analytics
- Data Analysis
- Problem Solving
- Collaboration
- Leadership
- Communication
- Organization

### TECHNICAL SKILLS

JavaScript  
Node.Js  
React.Js  
SQL  
Mongo DB  
CSS/SCSS  
HTML  
Microsoft Office

### PROFESSIONAL EXPERIENCE

#### PROVADO STRATEGIC PARTNERS

Senior Business Analyst - Contracted | April 2021 - Dec 2023

Collaborated directly with company owners to develop several new business ventures. Formulated and executed accounting, HR, and operational protocols for the holding company and its subsidiaries. Harnessed expertise in programming to distinguish suitable existing software solutions on the market, and develop custom integrations with successful implementation to streamline essential operational tasks.

- *Conducted in-depth data analysis to drive informed decision making*
- *Developed and executed comprehensive business plans, successfully launching multiple subsidiaries*
- *Enhanced organizational performance by clearly defining communication processes, implementing efficient administrative procedures, and establishing benchmarks to measure progress*
- *Facilitated workshops and training sessions to foster a culture of continuous improvement and knowledge sharing across organizations*
- *Acted as a subject matter expert, providing guidance and mentorship to junior team members*

#### AT&T, INC | June 2012 - Sept 2020

Manager Network Services | Feb 2014 - Sept 2020

Operated a team of over twenty *Service & Delivery Technicians* expanded across Dallas, TX. Led and participated in many cross-functional teams to re-engineer business processes impacted by mergers and acquisitions. Performed business analysis and project management tasks including stakeholder management, scheduling, requirements definition, budgeting, etc.

- *Collaborated closely with leadership to assess business requirements, facilitating the development and implementation of comprehensive policies and procedures to ensure compliance, enhance quality, and drive cost-reduction initiatives across the organization.*
- *Served on numerous company committees, campaigns, and projects*

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## EDUCATION

**B.S. COMPUTER SCIENCE**  
WGU | Current

**PROFESSIONAL FULL STACK  
DEVELOPER CERTIFICATE**  
Southern Methodist University | 2021

**ACCELERATED TECHNICAL  
KNOWLEDGE TRAINING**  
Richland Collage | 2015

**SILVER HONORS DIPLOMA**  
Broad Run High School | 2008

## ACCOMPLISHMENTS

**PMP FORMAL PROJECT  
MANAGEMENT  
TRAINING**  
PMI | 2018

**ELITE MANAGER COURSE**  
AT&T University | 2018

**LEAN SIX SIGMA COURSE**  
AT&T University | 2018

**CERTIFIED DEFENSIVE DRIVING  
INSTRUCTOR**  
Smith System Driving Institute | 2018

## PROFESSIONAL ACHIEVEMENTS

**TOP IN VOICE OF THE  
CUSTOMER AWARD**  
AT&T | 2012 - 2020

**EXTRAORDINARY IMPACT  
APPRAISAL RATING**  
AT&T | 2014 · 2018

**EMPLOYEE OF THE YEAR  
AWARD**  
GIANT FOOD STORES | 2008



## PROFESSIONAL EXPERIENCE | CONTINUED

Premises Technician | June 2012 - Feb 2014 | Promoted

Installed, troubleshoot, and repaired an assortment of IP products and services over fiber optic, twisted pair, coax, and WIFI networks. Performed a variety of duties with an ever-expanding scope of responsibilities to maintain existing services and integrate new technologies. Consulted and communicated service limitations using terminology understood by the client.

- Utilized industry-standard tools and equipment to perform installations, repairs, and upgrades following company standards and procedures
- Ensured exceptional customer service by addressing customer inquiries, troubleshooting problems, and providing product education
- Adhered to safety protocols and regulations to maintain a safe working environment for both customers and team members
- Collaborated with team members and supervisors to meet service targets and performance goals
- Updated records and documentation accurately to reflect completed work orders and inventory usage
- Participated in ongoing training and development programs to stay current with industry trends and technological advancements

## GIANT FOOD STORES

Assistant-Front End Manager | Oct 2008 - Oct 2011

Employer recruited with intent to raise front-end performance and customer satisfaction at a specific location. Achieved success by repetitively analyzing the state of the department, identifying opportunities, and implementing adjustments until acquiring desired results. Sustain performance through strengthened employee trust and instituting culture empathetic to the customer.

- Implemented and enforced company policies and procedures related to cash handling, safety, and customer service
- Collaborated with other departments to coordinate staffing, promotions, and special events to maximize sales and customer experience
- Assisted in inventory management tasks, including conducting stock counts, replenishing supplies, and monitoring shrinkage
- Promoted twice to stores with higher sale volumes

HARRIS TEETER SUPERMARKETS | Dec 2006 - Oct 2008

Customer Service Supervisor | June 2007 - Oct 2008

- Cashier | Mar 2007 - June 2007 | Promoted
- Bagger | Dec 2006 - Mar 2007 | Promoted

Supervised front-end employees and assisted store management with numerous administrative duties. Won customer trust by conveying empathy to resolve concerns, process refunds, and perform various customer service accommodations.

- Assumed the role of Store Accountant during weekends
- Promoted to supervisory position in only six months