Adebisi Thompson

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EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY   **Atlanta, GA**
- Bachelor of Science in Computer Science   *August 2016 – May 2020*
- Concentration: Human Computer Interaction & Artificial Intelligence   **GPA**: 3.63/4.0

WORK EXPERIENCE

Microsoft   **Remote, USA**
Customer Success Account Manager   *July 2020 – Present*
- Spearhead account planning by identifying customers' priorities and managing tactical initiatives to accelerate customer value
- Partner with account team and customers to create programs aligned to customers' goals and drive adoption of Microsoft services
- Head 1:1 weekly Q&A sessions to educate team on achieving core priority metric and increased metric by 17.6% in 2 months
- Lead monthly customer review meetings on service contract and programs to gain alignment and present business value
- Orchestrate meetings between customer and Microsoft product SME to address knowledge gaps, and ensure optimum product value-realization

Georgia Tech College of Computing   **Atlanta, GA**
Teaching Assistant, Junior Design Part II   *January 2020 – May 2020*
- Tracked 30 CS project teams to ensure on-time submission of deliverables, and assisted in identifying and removing gaps
- Investigated 23 software intellectual property litigations to expand future course curriculum and implications of software IP

J.P. Morgan Chase   **New York City, NY**
Summer Analyst Intern   *June 2019 – August 2019*
- Utilized Visio and Excel to create 12 mappings and presented project to 5 senior directors to showcase improvements in process
- Directed meetings to guide users through updated financial reporting application & ensure execution of quarter-end deliverables

Bank of America   **New York City, NY & Jersey City, NJ**
Software Developer Intern   *June 2018 – August 2018*
- Created financial reporting chatbot with Python and in-house machine learning framework to bypass previous slow data filtering processes and streamline over 10,000 rows of auto-updating financial data into one source
- Developed integration layer between chatbot and data source with Python RESTful web services in Agile environment

Business Analyst + Project Manager Intern   *June 2017 – August 2017*
- Owned weekly status report deck creation process and used deck to track and escalate gaps within applications on team

PROJECTS

Let's Play ATL   **Atlanta, GA**
Android + iOS App   *August 2019-December 2019*
- Developed cross-platform mobile app in Dart language and Flutter framework to increase community engagement in Atlanta

Sleep as a Symptom   **Atlanta, GA**
High Fidelity Prototype   *August 2018-December 2018*
- Designed web app for researchers at The University of Alabama, Huntsville to find correlation between sleep on health symptoms
- Researched users by conducting interviews and creating a UX flow diagram and user stories to design prototype in Sketch.io
- Facilitated usability testing through heuristic evaluation to create final prototype with React, Bootstrap, and JavaScript

DoMi   **Atlanta, GA**
High Fidelity Prototype   *August 2018-December 2018*
- Built gaming web application for Pre-K students to increase phonemic awareness through music education
- Investigated user group by researching learner group in peer-reviewed articles, creating concepts maps and user personas
- Conducted multiple design reviews and implemented user testing in classroom environment to create final prototype in JavaScript

Swipe Share   **Atlanta, GA**
High Fidelity Prototype   *January 2018-May 2018*
- Devised mobile app with Balasimq for Georgia Tech students to exchange meal swipes with one another
- Applied user-centered design process by conducting design reviews in sprints and usability testing through heuristic evaluation
- Executed user research by conducting ethnographic interviews, creating user personas, and a survey with Likert scales

SKILLS & CERTIFICATIONS

- **Technical Skills:** Python, Java, RESTful Web services, Agile, User Research Design, Prototyping, Usability Testing, SPSS
- **Certifications**: Azure Fundamental (AZ-900), Microsoft 365 Fundamentals (MS-900)

ACTIVITIES

HackGT, Marketing Team   *December 2018– May 2020*
- Acts as voice for student organization dedicated to throwing 1000+ participant collegiate hackathon & small-scale hackathons
- Formulated curriculum to teach underrepresented minority high school students music technology with Python and Arduinos