Addison Dowd

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PROFESSIONAL EXPERIENCE

Utilimarc   Minneapolis, MN
Project Manager / Customer Success Manager   *August 2019 – Present*

As the project manager on any new clients/pilots we ran I documented requirements and worked with our various teams to stay on track and produce the required deliverables. In February 2022 I was given a secondary title of Customer Success Manager to maintain the relationship as a trusted advisor I had developed with some of the converted pilot clients.

Project Manager
- Plan and initiate pilot projects with potential clients
- Resource allocation of engineers and analysts for projects
- Document and track projects in monday.com with tasks created in Pivotal Tracker
- Communicate and assist with platform setup upon successful pilot conversion

Customer Success Manager
- Problem-solving any questions/issues clients brought to my attention
- Coordinate modifications of existing processes with engineering
- Maintain client relationships through regularly scheduled meetings
- Utilize Salesloft for scheduled emails of our roadmap, Salesforce for opportunity and contact logging

International Decision Systems   Minneapolis, MN
Technical Implementation Consultant   *June 2018 – July 2019*

- Successfully implemented a solution to create pdf invoices using Pentaho Data Integration (PDI) for data manipulation and Pentaho Report Designer for pdf layout
- Created extracts for cloud-based product with PDI and SQL Server
- Translated UniBasic code to SQL for use in PDI processes

LexisNexis Risk Solutions - Healthcare   Minneapolis, MN
Software Engineer I   *July 2014 – June 2018*

- Delivered a PDI solution to ingest 18 separate client files and load to a table to eventually pull data from and push extracts to 13 different SFTP sites
- Modified solutions for clients in PDI via reading files, parsing them, cleaning the data, and sending back in the required formats
- Set up automated file processing and client connections for PDI jobs to ensure proper file pickup and delivery to the client

Client Services Associate

- Used PDI to automate processes with MySQL
- Edited Perl scripts in UNIX to move files via SFTP
- Wrote MySQL to create output files and research data discrepancies

EDUCATION & OTHER

University of Minnesota - Twin Cities   *2013*
Bachelor of Science in Statistics | Mathematics Minor | Chemistry Minor

TECHNICAL SKILLS: monday.com, Pivotal Tracker, Google Sheets/Docs, Excel, SQL, Salesloft, Salesforce
OTHER EDUCATION: Project Initiation: Starting a Successful Project - Coursera; Foundations of Project Management - Coursera; Project Planning: Putting It All Together - Coursera; Intro to Programming Nanodegree - Udacity
INTERESTS: board games, golf, weight lifting, bouldering, soccer, volleyball, DIY home projects