

Adam Solzsmon

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PROFESSIONAL BACKGROUND

For the last 10+ years Adam has been specializing in business and technology solutions with a focus on product implementations, product development, and product ownership. He excels at developing and fostering a digital environment to support business critical applications to ensure the optimal use of digital technologies and improve operational excellence and customer focus. Adam focuses on working with internal customers to drive innovation across all aspects of an organization. Working with operational leadership, Adam will function as a liaison to understand their business needs and challenges in order to collaborate on technology solutions. Adam has a proven track record of defining product requirements, architecting solutions, defining long-term strategies, promoting process automation, governance, and enhancing business processes to accomplish overall efficiency. Adam is a seasoned professional with the ability to lead and drive digitalization projects to completion while ensuring consistency with company strategy, commitments and goals.

SELECTION OF RELEVANT EXPERIENCE

Team Lead, Product Owner/Project Manager | Salesforce CRM

Adam led a Salesforce team and was tasked with stabilizing an acquisition Salesforce instance, managing and owning their backlog, current state and future state process maps, and heading up a Phase 0 initiative to merge an existing Salesforce instance with a Corporate instance. Adam assisted with laying the ground work for a much larger effort to harmonize the business goals of multiple departments and entities. This focus helped to support one way of working across the organization by working with cross-functional teams to manage a series of projects that rolled up to support Objective and Key Results set forth by the Company.

Project Implementation Manager/ Product Owner | Salesforce B2B

After successfully implementing Salesforce CRM and evaluating the need for a more customer focused approach as a part of a yearly strategy review, Adam was tasked with implementing a fully functional B2B enterprise e-commerce storefront leveraging Salesforce B2B. Adam led the project team through current and future state digital process mapping, requirements gathering, B2B eCommerce RFI/RFP Process, partner evaluation and recommendation, implementation project plans, project management and deployment. Adam remained as the product owner to support multiple business units as well as facilitate monthly governance meetings focused on meeting business goals and objective, change requests, platform support and enhancements, and success metrics.

Project Implementation Manager/Product Owner | Salesforce CRM

A cross-functional team was tasked with evaluating Customer Relationship Management (CRM) tools as part of the year Customer Focus and Strategy initiatives. This would lead to the replacement of an existing CRM system. Adam led the project team through the discovery process to implementation by working with Sales, Marketing, Customer Service, Legal, and the IT department. The scope included working to assist with the CRM selection criteria, RFQ, vendor selection, project management, user acceptance testing, implementation, and ongoing product ownership and governance. This launch occurred at the height of COVID and was successful in centralizing Sales and Marketing information, increasing revenue, gaining confidence in data accuracy, and providing visibility into key metrics for the company.

Industry Experience

- Manufacturing
- IT Services
- Technology
- Legal
- Chemical
- Healthcare
- Education

Functional Expertise

- Program/Project Management
- Software Development
- Process Automation
- Governance
- Data Analytics
- Records Management
- Contract Management
- System Administration
- Environment Health/Safety
- Sales
- Marketing

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SELECTION OF RELEVANT EXPERIENCE

Program Manager and SME | Registered Products Software Build (SharePoint)

In conjunction with a strategy shift towards digitalization, Adam led a cross functional team to assess and improve key business functions including EPA Registration and Sub Registered products. Through a combination of interviews, brainstorming sessions, and market research the team was able to utilize and redeploy existing software owned by the organization to help improve the existing process and allow for improved customer experience. Current pain points including inconsistent data and metadata flow, siloed departments, customer insights, and customer visibility we addressed as a key part of this project. This ultimately led to a more efficient workstream, data visibility, and increased revenue by speeding up the process by which internal employees were able to turn around labels to customers eliminating a 6 month backlog.

Implementor and Product Owner | SharePoint 2019 Upgrade and Implementation

Adam served as the Implementor and Product Owner for an upgrade of SharePoint 2013 to SharePoint 2019. SharePoint served as the company Intranet, Extranet, and Collaboration vehicle to help support many business-critical applications across all departmental teams. Adam acted as main resource for successfully managing the upgrade of 3rd party applications, customizations, and business critical workflows along with company data to SharePoint 2019. Additional activities include SharePoint 2019 installation and configuration both on premise and O365 SharePoint online as well as Migrating Configurations, SQL databases, and 3rd party tools to the latest SharePoint platform. Post production support was provided along with a best practice review, environment documentation and an updated governance plan.

Product Manager and SME | Environment Health and Safety Software Rollout (Dakota Software)

Adam was the product manager for an Environmental Health and Safety software system implementation that primarily focused on support Incident Investigations, Management of Change, and Corrective Action Preventative Action across 8 chemical manufacturing plants. Adam also served as the Subject Matter Expert (SME) for the software roll-out which he previously built as a home grown application to serve for over 8 years. Key activities included software and vendor selection, capabilities review, data transfer, data analytics and reporting. The successful execution of this tool supported the company's number 1 goal of safety, reduced the number of incidents by providing visibility in to changes across multiple shifts, and assigned acknowledgements to all plant workers to help prevent future incidents from occurring.

Project Implementation Manager and Product Owner | Contract Management Build and Implementation (CLM Matrix)

Adam served as a product owner and manager for contract management system CLM Matrix. In order to improve the current state and support the delegation of authority, Adam worked to help automate and deliver a contract management system to allow for a single source of the truth for ascertaining the status of contract and contract obligations through the organization. In most cases negotiation/redlining occurred over email creating an issue with understanding versioning, storage location, raised cyber security concerns, and was not affective in following approval flows which had led to compliance issues, missed opportunities, and financial loss/liability. This implementation was critical to automating an unstructured process and provided a digitalized way to create and maintain contracts throughout the organization.

Technology Expertise

- Salesforce (CRM/B2B)
- SharePoint
- Office 365
- Azure
- Teams
- PowerBI
- SQL
- ERP Systems
- Workflow(Nintex/Power Automate)
- Contract Management (CLM Matrix)
- Windows Server
- InfoPath
- Project Online

Certifications

- PRO: Microsoft SharePoint
- TS: Microsoft SharePoint

Deliverables

- Program/Project Plans & Strategy
- Software Architecture
- Software Implementation
- Vendor/Software Selection Planning
- Product Lifecycle Management
- Governance Planning
- Record Retention
- Communication Plans
- Roadmaps