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| |  |  | | --- | --- | | John Russell (Russ) Thomas | 505 Maxwell Road, Roswell GA 30075-3727 | | jt9458@att.com | 404-486-2498 (work) | 678-576-2418 (cell) | | | |
| Professional Summary | Technical Manager with 28+ years of experience in sales support, management, R&D. Product knowledge spans managed services to customer-owned solutions.  Currently pursuing a master's degree in Data Science, focusing on machine learning, data and Python/R.  Areas of expertise and interest:   |  |  | | --- | --- | | * Process & Productivity Improvement * Automation / RPA * Data Science/Analytics | * Product Engineering * Machine Learning * Learning New Technology | | |
| Experience | AT&T (1997 – Present) |  |
|  | *Technical Consultant* (2004 – Present)   * Member of the Robotics Process Automation Team * Partner with ADOPT Hosting team to develop/baseline requirements & perform User Acceptance Testing (UAT) * Facilitate complex opportunities to ensure customer satisfaction and improve cycle times * Collaborate with internal partners to improve & automate process, implementation and revenue attainment * Technical expert for sales and customers in design, pricing and contracting for AT&T Hybrid Cloud Solutions * Subject matter expert on contractual pricing/process, regulatory compliance and internal financial controls * Act as a consultative, technical expert to sales partners and clients * Managed lead assignment and management to ensure effective use of team skills and workloads   *Technical Manager* (2000 – 2004)   * Managed team of more than a dozen Technical Sales Executives to consistently exceed revenue attainment goals * Subject matter expert in support of annual multi-million dollar equipment resale for Hosting Product * Improved team technical knowledge and streamlined sales process via innovative training methods * Recruited/hired inaugural team of Hosting Technical Sales Executives and grew/merged with other teams * Mentored team members’ promotions into specialized advanced positions   *Dedicated Hosting Specialist*.(1999 – 2000)   * Supported and trained sales teams for all strata in rollout and expansion of dedicated hosting product * Led sales support for customers on hosting product and sales process   *Internet Application Specialist*.(1997 – 1999)   * Managed online strategy for AT&T business customers to implement effective design, marketing and promotion * Provided technical oversight and leadership for website design, ecommerce and additional web-based products  Centers for Disease Control and Prevention (1996 – 1997) *Research Scientist*   * Supported multi-disciplinary research group in use of computational scientific programs  Center for Computational Quantum Chemistry (1990 – 1995) *Research Assistant*   * Led over a dozen international, multi-disciplinary research projects published in prominent scientific journals |  |
| Education | * M.S. in Applied and Computational Mathematics and Statistics: Data Science Specialization,  University of Notre Dame, South Bend, IN (expected, 2019) * Ph.D. in Computational Quantum Chemistry, University of Georgia, Athens, GA (1994) * B.S. in Chemistry, Mathematics minor, University of Georgia, Athens, GA (1990) |  |
| Technical | * Python, Anaconda, R, RStudio, RCloud, HTML, CSS, Perl, PHP, MySQL * RPA, Automation Anywhere, ROME, ADOPT, ePCS, UAT * Machine learning, visualization, random forests, neural networks, data manipulation, statistics * Stack Overflow, GitHub, Sharepoint, Frontpage, Mailman * Various Shared Hosting platforms, website management, cPanel, WHM Control Panel * UNIX operating systems (Solaris, AIX, ULTRIX, IRIX) |  |