

Dustin Adams

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Summary

- A professional with 8+ years of experience in Intelligent Process Automation Management, Process and Technical Requirement Analysis, Solution Architecture, Process Documentation, Project Management, User Acceptance Testing, Automation Deployment, Education, Mentoring, Automation Development. Current responsibilities include every aspect of the process from marketing, education, mentoring, requirements gathering, documentation, development estimates, consulting, solution design, development, infrastructure setup, project management, and managing a team of developers. Leveraging my strong foundation in logic, I design and build efficient automations that streamline complex processes. By applying logical reasoning, I identify patterns, optimize workflows, and create decision-making frameworks that enhance productivity. My approach ensures that automations are not only reliable and scalable but also intuitive and adaptable to evolving needs. Through structured problem-solving and analytical thinking, I transform challenges into seamless automated solutions that maximize efficiency. Acquired Accreditation in Blue Prism in July 2018, Blue Prism Professional Developer Accreditation in June 2022.

Employment

November 2022 – **Smith & Wesson** | Maryville, Tennessee
May 2025

Position: **Sr. Dev Robotic Process Automation**

- Meeting with departments to discuss RPA opportunities and requirements
- Collaborate closely with departments to understand their business needs, challenges, and objectives, translating these requirements into effective and innovative technical solutions.
- Develop comprehensive technical architectures and designs that align with clients' goals, leveraging a deep understanding of systems, applications, and integration methodologies.
- Conduct thorough analysis of client requirements, considering technical and functional aspects, to design solutions that optimize performance, scalability, and usability.
- Create detailed documentation, including diagrams, specifications, and technical documentation, to facilitate clear communication and understanding among stakeholders.
- Identify potential risks and technical challenges associated with proposed solutions and develop strategies to mitigate these risks while ensuring project success.
- Develop and present proof-of-concept demonstrations to showcase the feasibility and value of proposed solutions, gaining buy-in from both technical and non-technical stakeholders.
- Provide technical leadership and guidance to cross-functional teams, including developers, engineers, and project managers, to ensure the successful implementation of solutions.
- Conduct architecture reviews and provide technical guidance throughout the project lifecycle to ensure alignment with solution designs and best practices.
- Identify and address performance bottlenecks, scalability challenges, and other technical issues, optimizing solutions for efficiency and reliability.
- Collaborate closely with clients to gather feedback, address concerns, and refine solution designs, ensuring that final implementations meet and exceed client expectations.

- Facilitate clear and effective communication between technical and non-technical stakeholders, ensuring that all parties have a shared understanding of solution design and benefits.
- Provide training and knowledge transfer sessions to internal teams and clients, enabling them to effectively understand, operate, and maintain implemented solutions.
- Engage in continuous improvement efforts, seeking feedback, analyzing outcomes, and refining solution design methodologies for enhanced efficiency and effectiveness.
- Involved in all steps of the process including but not limited to: initial client consultation, estimate creation, process requirements, solution architecture, infrastructure, design documentation, development, deployment, and support.
- Creating and maintaining project tasks and schedules using Microsoft Project and SharePoint, working in close cooperation with project manager, and utilizing a code review schedule ensuring high quality code is delivered.
- Experience in implementing DocuSign across the company for a more efficient way to send/sign documents electronically; streamlining the agreement and approval processes.
- Blue Prism Certified Professional RPA Developer

March 2016 –
October 2022

IBM | Baton Rouge, Louisiana

Position: **Robotic Process Automation Developer Lead/Manager**

- Develop, Design, and Integrate processes that automate Web, Database, Mainframe, and Windows Applications for various clients using *Automation Anywhere* and *Blue Prism* software.
- Trained team members on various Automation Anywhere and Blue Prism Automation best practices.
- Designed and coded application components in an Agile environment utilizing Scrum by breaking down project work into 2-week sprints and attending daily stand-up meetings to track project progress.
- Performed Team Leader responsibilities by creating and maintaining project tasks and schedules, working in close cooperation with project manager, and utilizing a code review schedule ensuring high quality code is delivered.
- Included working as a solution architect to review and design various processes in Blue Works Live, and the assessment of processes for automation.
- Experience working in TFS, Dev OPS, Mainframe, web-based applications and system-based applications.
- Experience in working in the Finance, Banking, and Insurance industries.
- Promote the company's RPA staff and services to clients.
- Provided technical training advice to team members to get them certified in various RPA tools including Blue Prism, Automation Anywhere, and UI Path.

August 2015 –
March 2016

Fletcher Technical Community College | Schriever, Louisiana

Position: **Mathematics Learning Specialist**

- Tutor students in various mathematics courses, including Algebra, Calculus, Trigonometry, and Statistics.

January 2013 –
May 2015

Nicholls State University | Thibodaux, Louisiana

Position: **Graduate Assistant**

- Assist instructors of Math 100/101 classes by tutoring students in the Mathematics Enrichment Workplace (MEW) Laboratory.

February 2006 –
January 2013

AutoZone | Houma, Louisiana

Primary Position: **Parts Sales Manager**

- Promoted to manager after 1.5 years.
- Promoted company's products and services through in-store sales.
- Provided technical advice to customers, enabling them to troubleshoot common automotive problems.
- Trained sales staff in product knowledge and customer service functions.
- Performed daily inventory and money management operations.

Secondary Position: **Commercial Sales Specialist**

- Serviced commercial accounts by managing parts ordering process and assisting businesses with inventory management.

Education

2013 – 2015

Nicholls State University | Thibodaux, Louisiana

- Master of Science - Awarded December 2015
- Major: Mathematics
- GPA: 3.55
- Inducted into *Pi Mu Epsilon* National Mathematics Honor Society

2007 – 2011

Nicholls State University | Thibodaux, Louisiana

- Bachelor of Science - Awarded December 2011
- Major: Mathematics
- Vice President of NSU Math Club

Skills

- Technical Consultation
 - Solution Design
- Requirements Analysis
- System Integration
- Solution Documentation
- Risk Assessment and Mitigation
 - Proof of Concept
- Technical Leadership
- Architecture Reviews
- Performance Optimization
- Client Collaboration
 - Stakeholder Communication
- Training and Knowledge Transfer
- UI Path
- Continuous Improvement
 - Strategic Consulting
 - Complexity Analysis
 - Technical Specifications/Requirements
 - Design Documentation
 - Solution Architecture
 - Automation Deployment
 - Case Studies
 - Training & Documentation
 - SQL including queries, stored procedures, etc.
 - Expert Process Understanding and Improvement
 - Client Relationship Management
 - Client Education
- Blue Prism
- Relationship Building
 - Adaptability
 - Networking
 - Team Collaboration
- Excellent Leadership Abilities
 - Time Management
 - Problem Solving
 - Risk Management
 - DocuSign
 - Visio
- Microsoft Office including Project
 - Relationship Building
- Web Technologies including XML, HTML
- Automation Anywhere

Accreditations/Certifications

- Blue Prism Certified Professional RPA Developer – June 2022
- Automation Anywhere Certified Advanced RPA Professional – June 2018
- Blue Prism Certified Accredited RPA Developer – July 2018