
Profile

Adam

First Name

T

Middle Initial

Johnson

Last Name

adamj9431@gmail.com

Email Address

15 Oakland Street

Street Address

Suite or Apt

Natick

City

MA

State

01760

Postal Code

What Precinct do you live in? *☒ Precinct 10

Mobile: (423) 202-0939

Primary Phone

Alternate Phone

IBM

Employer

Associate Partner - AI and Analytics

Job Title

Applicants are encouraged to attend or read the minutes of several meetings of the body to which they are applying, if possible.

Which Boards would you like to apply for?

Information System Advisory Board: Submitted

Are you a registered voter in the Town of Natick?☒ Yes ☐ No

Have you ever attended a Natick town meeting?☐ Yes ☒ No

Have you ever served on a board, committee, or commission in the Town of Natick?☐ Yes ☒ No

If yes, please list name(s) of board, committee or commissions, along with date(s) of service:

Interests & Experiences

Why are you interested in serving on a board or commission? Are there any changes you would like to see to these boards, committees and/or commissions?

No changes, just trying to get more involved in the town and I have lots of IT experience.

Are you a graduate of the Natick Community Services Citizen's Leadership Academy?

☐ Yes ☒ No

Please list any skills or specialized knowledge you can bring to these boards, committees and/or commissions.

IT skills

Please list any professional affiliations.

Let us know what other specialized interests or hobbies you might have.

Applicants are encouraged to upload a resume, accepted file types are listed below.

[Resume_AdamJohnson.pdf](#)
Upload a Resume

15 Oakland Street
Natick, MA 02446

Adam Johnson

(423) 202-0939
adamj9431@gmail.com

EXPERIENCE

Associate Partner

October 2020 – Now

IBM Consulting (GBS)

IBM in Cambridge, MA

I sell and lead delivery of cloud-based AI projects for IBM retail clients. My specialty is deploying voice-based conversational AI solutions to replace legacy IVR technologies and expand customer self-service capabilities. My projects have delivered a 30-percentage-point increase in self-service uptake for clients.

Senior Managing Consultant

December 2018 – Now

IBM Consulting (GBS)

IBM in Cambridge, MA

In this role, I continued to lead delivery of a strategic NLP project at a fast food/QSR industry client. Although the use case was challenging, we were able to build an edge-based solution that integrated NLP information extraction techniques with speech recognition and resulted in accuracy of 90% on our real-time use case. Based on our performance on this use case, we were able to expand our footprint in the account with a \$10M+ additional signing to take a related AI project to production.

Managing Consultant

January 2018 – November 2018

IBM Consulting (GBS)

IBM in Cambridge, MA

As project manager and lead developer, I led agile delivery of a real-time weather analytics project at a Fortune 50 retailer. While in this role, I led the technical solutioning and sales effort for a strategic, first-of-a-kind AI CEO-driven program at a fast food/QSR industry client, resulting in an \$8M signing. I subsequently was asked to lead delivery of the project as PM and lead architect with a 35-person team. As part of this program, I developed a new, patented solution architecture for real-time conversational systems to extract meaning from complex, lengthy user utterances as the user is speaking.

SKILLS

AI & Cloud architecture

Natural Language Processing (esp. Information Extraction)

Speech Recognition

People Management

Agile project management

Substantial client-facing experience with C-suite IT and LoB executives

Industry expertise in retail (grocery, apparel, industrial MRO) and travel & transportation

TECHNOLOGY

AI/ML: IBM Watson Natural Language Understanding (entity/relationship/coreference), Watson Knowledge Studio, Natural Language Classifier (classification), Watson Speech-to-Text, Watson Text-to-Speech, Watson Assistant (chat framework), Stanford CoreNLP, GPT-3

DevOps: Kubernetes, Docker, Travis CI, OpenShift, Tekton, Git

Software Development: Python, Node.js, HTML/CSS/JS (ES6), React, some TypeScript, RESTful APIs, Cloud Foundry, Node/Express, Flask, MongoDB, Cloudant (CouchDb). Very familiar with macOS, Linux/Unix, sysadmin work (shell scripting, etc.)

Data Science: Python, Pandas, Spark, Jupyter, Hadoop, IBM Big SQL, Hortonworks, Flume, Kafka, IBM SPSS Modeler

Warehousing/BI: IBM Cognos, IBM Db2, Netezza, data modeling

Telecom & Networking: Comfortable with networking concepts and tools (Wireshark, tcpdump). Familiar with VoIP technology and protocols (SIP/RTP). Worked with Twilio, Kamailio, and RTPEngine

Continued on next page...

EXPERIENCE (CONTINUED)

Senior Architect and Solution Engineer *IBM Software Sales* January 2017 – December 2017 *IBM in Cambridge, MA*

I co-founded a team at IBM focusing on open source, agile, and cloud-native development on IBM Cloud. In this role, I led development of full-stack prototype projects using open-source and IBM technologies, particularly IBM's Watson AI services.

As a leader on the team, I interviewed candidates, mentored developers, and implemented a consistent sales and delivery model for our team's projects. I led onsite briefings, discovery sessions, and design thinking workshops to drive adoption of our products and services. I formed client relationships in the distribution sector (retail, CPG, travel & transportation), and I ultimately was able to exceed my sales quota every period. For my performance, I was awarded with IBM's 100% Club designation and a free trip to the Caribbean.

Open Source Solution Engineer *IBM Software Sales* July 2016 – December 2016 *IBM in Cambridge, MA*

In this role, I worked with clients to architect and implement projects involving Spark, Hadoop, and IBM products. I interacted with our clients and the open source community through onsite meetings, meetups, and PoTs to showcase IBM's investment in Apache Spark and drive adoption of IBM products. To advance sales opportunities, I created Hadoop proof of concepts for client use cases using Hive, Spark, Flume, Kafka, and IBM Big SQL (SQL-on-Hadoop).

Analytics Technical Specialist *IBM Software Sales* June 2015 – June 2016 *IBM in Cambridge, MA*

As a sales engineer, I focused on IBM's Business Analytics portfolio, including Cognos, SPSS, and Watson Analytics. I met with clients and drove revenue through in-depth technical demonstrations and presentations. While in the role, I attended and graduated from IBM's prestigious Global Sales School. I was selected to be a member of IBM's Watson Analytics Evangelist team, for which I traveled around North America to lead client-facing presentations and workshops.

EDUCATION

B.S., Electrical Engineering *University of Florida* September 2010 – December 2014 *Gainesville, FL*

- Completed two minors: Computer Science and Business Admin.
- Graduated cum laude with a 3.59 GPA
- Was "Electronics Lead" for UF's NASA USLI team

KEY LEARNING

Courses: *Data Manipulation at Scale: Systems and Algorithms (Coursera)*
Learning ReactJS I and II (Codecademy)

SPSS Modeler Focal Program (IBM Course)

Cognos BI Administration (IBM course)

Books: *Big Data: Principles and best practices of scalable real-time data systems*

Hadoop: The Definitive Guide
Learning Spark

Data Modeling Made Simple