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Education

BS Electrical Engineering, North Carolina State University, 1989

Nuclear Regulatory Commission Senior Reactor Operator Instructor Certification, 1985/1990

Microsoft Certified Systems Engineer, 2000

Employment

wabmaster.net	Owner – Consulting Services	2011 - present
	> iDeal CRM	2019 - 2020
	> Pizza Inn	2016 - 2019
	> America's Building Records	2015 - present
	> ASUG	2012 - 2019
	> Nite Group	2014 - 2014
Advanced Sports Logic	FLEX Developer	2010 - 2010
Americas' SAP Users' Group (ASUG)	Director – Information Services	2008 - 2009
Kaplan Professional	Sr. Director – PMO	2006 - 2008
OnWired.net	Consultant	2005 - 2006
Thomson-Reuters (Dialog)	Sr. Manager – Process Engineering	2000 - 2005
Progress Energy	Technical Writer / Webmaster	1998 - 2000
Pacific Gas & Electric Company	Instructional Consultant	1991 - 1997
Carolina Power & Light Company	Instructor / Shift Technical Advisor	1982 - 1991
US Navy	Nuclear Electrician	1978 - 1982

Accomplishments

Program & Project Management

Created financial planning analyses at Nite Group allowing consolidation of company-wide project labor history and projections; provided ability to forecast expenditures inclusive of all ongoing and proposed projects; allowed COO ability to budget to monthly positive cash flows and address reductions in labor rates.

Provided project manager support of Infor technologies (demand planning) at Nite Group client.

Provided monthly project status, costs, and ROI analysis to c-level staff at Kaplan Professional; yielded early detection of positive/negative projects.

Created project management office (PMO) for Kaplan Professional, including processes, project manager team, and enterprise-wide tracking application (daptiv) roll-out; yielding appropriate resource allocations and ROI evaluations against new project requests. The Office captured over 240 projects for c-level review.

Completed Thomson-Reuters (Dialog) Trifecta project (final 4 months) - a new platform for Profound(TM); new deployment strategy implemented; managed multi-timezone roll-out; resulted in first highly-successful consolidation of company product lines.

Established capacity planning mechanism at Thomson-Reuters (Dialog), Kaplan, and ASUG; each resulting in clear resource appropriation to business objectives.

Managed creation of computer-based training modules for General Employee Training for Pacific Gas & Electric; reduced training expenditures 60% company-wide.

Managed Operations outage planning and execution (three refueling outages) for Duke Progress Energy's Harris Nuclear Project.

Information Technology Management

Managing Crab's Claw restaurant infrastructure (PCs, network, wifi, POS), social media interface, and accounting verifications (processing fees).

Managing Pizza Inn restaurant infrastructure (PCs, network, wifi); building projection models from point-of-sale (POS) data for sales and labor (R-based solutions).

Managed ASUG's web platform upgrade from DNN to Expression Engine while upgrading their customer management system iMIS across multiple versions, while upgrading their social interaction package (JiveSoftware's Clearspace), while upgrading their eMail marketing platform (Lyris) to Informz; all within a 10 month window. Management activities included replacing an external consulting group during the 3rd quarter in order to conclude the project within the calendar year.

Implemented ASUG's first online product, EDGE, an SAP contractor review database; managed development vendor, created operational guidance and procedures.

Managed development and testing of membership renewals workflow at ASUG; increased online credit card processing by 30% in 2008, 400% in 2009.

Managed development and testing of volunteer management project at ASUG; reduced staff administration time for volunteer positions by 20%.

Established consistent application of eMail marketing processes at ASUG; increased membership outreach by 175%; addressed eMail failure mechanisms increasing membership outreach by 25%.

Established Rational Unified Process (RUP SDLC) at Thomson-Reuters (Dialog) business yielding reduced errors on deployments, greater stakeholder satisfaction and 35% revenue increase when Profound(TM) shifted to client-server architecture.

Established and managed Thomson-Reuters (Dialog) quality assurance team; yielding new testing procedures, processes and deployment practices; Profound availability 99.992% over first six weeks.

Managed consolidation of Thomson-Reuters (Dialog) internet platform to single site; reducing operating expense by 30%; resulting in segregated environments for testing and production; improved content-change accuracy by 80%.

Established, staffed, and managed a web development and testing team at Thomson-Reuters (Dialog) consolidating enterprise-wide intranet services; yielding 8:1 FTE reduction.

Curriculum Development and Professional Adult Instruction

Applied Systematic Approach to Training methodology to licensed operator training programs at Harris Nuclear Project and Diablo Canyon Power Plant; yielding reduced operator errors during plant operations.

Implemented job and task analysis for licensed and non-licensed training programs at Harris Nuclear Project; establishing learning objectives and evaluation metrics prior to plant startup.

Designed and implemented Auxiliary Operator (AO) Training Program at Harris Nuclear Project; yielding 90% graduation rate in first AO class prior to plant startup.

Designed, implemented and evaluated portions of all licensed training programs at Harris Nuclear Project; yielding over 80% success rates in licensing activities.

Implemented job and task analysis for licensed operator and shift technical advisor training programs at Diablo Canyon Power Plant; establishing knowledge/ability catalog for NRC evaluations.

Supervised re-accreditation team for Diablo Canyon Crafts Training Program; returned programs to accredited status within 1 year; direct report to senior plant management team.

Participated in re-design of licensed operator training materials; implemented Information Mapping technique; INPO best practice award.

Teaching / Tutoring

2016-2017 ... tutoring elementary school students in science; 10% mentor, 90% tutor; students prepared for annual NC Science Olympiad.

2006-2016 ... homeschooling two boys from 3rd grade math/science to late middle school topics; 25% mentor, 75% tutor; utilized Seton's homeschool program.

2011-2014 ... tutoring middle school student in math; 20% mentor, 80% tutor; student continued to pass end-of-course testing.

2011-2012 worked with adult students at Johnston County Community Center in nursing program who were struggling with Algebra I; 10% mentor, 90% tutor; all students passed their course.

1998-2006 worked with at-risk students at Garner Magnet High School; 9th and 10th graders primarily involved in math and science-related topics; 80% mentor, 20% tutor; all students passed their grades; one student went from all D's (9th grade) to all A's, one B in 10th grade.

Process Engineering

Built budget and sales projection capabilities for start-up America's Building Records (ABR) on Excel. Four year sales projections, startup capital, and staff compensation modeled.

Built, managed, and mentored in-house and consultant teams at PG&E's Diablo Canyon Power Plant where Job-Task Analysis processes were implemented across a 2½ year project to provide an accreditation basis for all operator training programs.

Established work flow models and implemented issue tracking (via Redmine) at ASUG; resulted in less training time for new employees, centralized location for issues and tasks, integration with SDLC processes, and ability to control projects with remotely located resources - ASUG and non-ASUG entities.

Created Customer Response 4-Tier Model at Thomson-Reuters (Dialog); response times improved 300%.

Established Risk Management at Thomson-Reuters (Dialog); yielding categorized assessment of risk against major projects; appropriate business units were tasked with response.

Implemented department-wide software development life cycle (SDLC) at Thomson-Reuters (Dialog), Kaplan, and ASUG.

Established capacity planning model via time reporting at Kaplan and ASUG.

Created L^AT_EX publishing mechanism supporting typeset of *Power System Analysis* (1994).

World Wide Web Technology

Provide and maintain client hosting and application development (web sites) for government, non-profits, and small businesses since 1996.

Created user interface for Advanced Sports Logic's The Machine - a fantasy football online application; together with the back-end system yielded a new business venture (remains on the market as of 2024).

Created self-service tools for Growing Up With Us, Inc.; allowing 33%+ increase in total revenue for over 3 years without need to increase administrative staff.

Technical Skills

	Level	Last Used	Last Location
Roles			
Business Anal	Advanced	2023	wabmaster.net
Instructor	Expert	1996	PG&E
Job/Task Analysis	Expert	1995	PG&E
Management	Advanced	2009	ASUG
PMO	Advanced	2008	Kaplan
Project Manager	Expert	2023	Crab's Claw
Program Manager	Advanced	2008	Kaplan
System Anal	Advanced	2016	Americas' Building Records
Tech Writer	Advanced	1999	Progress Energy (now Duke Energy)
Tutor	Intermediate	2018	Local Client - Carteret County
Computers (Win/Mac)			
Computers (Win/Mac)	Advanced	2023	Crab's Claw
Networking (WAN/LAN/Wifi)	Advanced	2023	Crab's Claw
MS365	Intermediate	2023	wabmaster.net
MS Office products	Intermediate	2023	Crab's Claw
MS Project	Intermediate	2014	Nite Group
MS Project Server	Intermediate	2005	Thomson-Dialog
QuickBooks	Intermediate	2019	Pizza Inn
Languages			
Cold Fusion	Intermediate	2023	wabmaster.net
FLEX	Intermediate	2010	Advanced Sports Logic
HTML/CSS	Advanced	2023	wabmaster.net
Java	Beginner	2009	ASUG
Javascript	Intermediate	2023	wabmaster.net
LaTeX	Advanced	2022	wabmaster.net
Python	Intermediate	2023	wabmaster.net
R	Intermediate	2019	Pizza Inn
SQL	Intermediate	2023	wabmaster.net
Platforms			
AWS	Beginner	2017	Americas' Building Records
Craft	Beginner	2017	Americas' Building Records
eCommerce	Intermediate	2019	Pizza Inn
ExpEngine	Beginner	2015	ASUG
WordPress	Beginner	2023	Crab's Claw
Cloud Hosting	Intermediate	2023	wabmaster.net
Social Media / Collaborative Platforms			
git/github	Intermediate	2023	wabmaster.net
Google Analytics	Intermediate	2023	ccalandscape.com
Google Drive	Intermediate	2023	wabmaster.net
Jive	Intermediate	2019	ASUG
Sharepoint	Intermediate	2005	Thomson-Dialog
Slack	Advanced	2023	wabmaster.net
eMail Marketing			
Informz	Intermediate	2019	ASUG
Lyris	Intermediate	2012	ASUG

Soft Skills

- highly-organized self-starter
- exceptional attention to detail
- dedicated team player
- analytical, strategic thinker
- flexible yet firm as necessary
- creative mind mapping
- versatile across teams, groups, departments
- communication style adapts to audience (tech to c-level)

Interests

Cycling : Team Captain (retired) - Selma Cyclepaths

Learning

- Computer Languages - Python

- Python Flask (apps)

Last updated: January 16, 2024
<http://www.buie.us/docs/abuieCV.pdf>