

**Mark D. Adams**  
www.bigdatamark.com  
hireme@bigdatamark.com  
(707) 205-0982

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## OBJECTIVE

To work in a position where I can utilize my experience with product development, big data analytics, data mining, establishing, measuring and reporting on KPIs, cloud and Hadoop architecture and engineering, UNIX/Linux, coding and scripting, research, training, leadership, customer service, sales, and retention to assist your organization in increasing productivity and quality of its services.

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## EXPERIENCE

**Product Manager, Reporting & Analytics • Insights Team • HookLogic/Criteo** Aug 2014–Present  
**Product: Retail Search Exchange** is a digital ad service where brands promote their products on retail sites.

- Met with internal and external clients to solve unmet data needs by establishing KPIs and scoping new reports
- Rewrote existing reports to improve insights, improve style, and to optimize them for speed
- Scoped the implementation of business intelligence and dashboarding tools to build out a decision support system
- Mocked up infographics for further development by marketing and graphics teams
- Optimized Amazon Redshift clusters, Apache Hadoop clusters, data distribution, and data processing
- Initiated data validation research to resolve accuracy issues in data used for analytics and reporting
- Reworked digital ad beacon data flow from batch to streaming microbatches
- As the lead analyst, taught SQL optimized for Redshift, Hive, and reporting to departmental analysts
- I used SQL, MDX, Amazon Redshift, S3, EC2, and EMR, Cloudera/Horton Hadoop and Hive, RapidMiner, Microsoft SQL Server, SSRS, SSAS, and SSIS, NodeBox, Piktochart, Python, Java, and Amazon Cloud

**Sr. Business Data Analyst & Amazon Redshift Architect • Analytics Team • ProQuest** Apr 2014–Aug 2014  
**Product: ProQuest** offers online digital archives of scientific journals subscribed to by institutions for research.

- Managed all data products
- Performed data warehouse design and development for big data storage and analysis
- Performed data analysis and predictive data modeling
- Optimized the configuration of Amazon Redshift clusters, data distribution, and data processing
- Reverse engineered business logic written in PL/SQL and Java
- Moved reporting to Amazon Redshift and rewrote reports and dashboards in Tableau
- Programmed ETL functions between Oracle and Amazon Redshift
- Documented everything to ensure continuity of service
- I used SQL, MDX, Oracle, Amazon Redshift and S3, MarkLogic, Tableau, RapidMiner, Java and Amazon Cloud

**Data Analyst • Advanced Technology Research Team • ITHAKA** Jan 2011–Mar 2014  
**Product: JSTOR** is an online digital archive of scholarly journals subscribed to by academic institutions.

- Worked with board members and executives to develop the company's quarterly board reports and monthly executive steering committee dashboards
- Performed detailed analysis and deep data diving to meet the business intelligence needs of product managers, project managers, and executives
- Programmed the generation and automation of regularly requested reports for internal and external clients
- Analyzed and compiled data for ad-hoc reporting and dashboards
- Architected the migration of the company's data warehouse from Oracle to Hadoop, Hive, and Amazon Redshift

- Prototyped, configured, and managed a 192 core on-premise Hadoop and SOLR cluster with 1/2 petabyte of storage
- Programmed and scheduled ETL functions
- As the lead analyst for the company, taught SQL, Hive SQL, and Python to departmental analysts
- Identified input validation vulnerabilities in company's web applications
- I used SQL, Cloudera Hadoop and Hive, Apache SOLR, MapReduce, Amazon Redshift and S3, Oracle, Microsoft SQL Server, Tableau, Adobe SiteCatalyst, Google Analytics, Puppet, Azkaban, Python, Java, and Amazon Cloud

**Technical Manager** • Anti-Spam Team • Greenview Data

Sep 2003–Jun 2010

**Product: SpamStopsHere** is a cloud-based anti-spam service subscribed to by businesses of all sizes.

- Assisted with product planning and development using customer feedback and qualitative analysis
- Provided business intelligence data analysis for internal clients
- Implemented a web based ticket system to measure handling times, first call resolution, and customer satisfaction
- Implemented customer retention strategies and an affiliate program that had measurable improvements
- Configured and managed over 100 UNIX/Linux servers in a geographically diverse private cloud environment
- Architected enterprise wide plans for scalability, security, and redundancy
- Invented, developed, and implemented patented systems to predict spam signatures through statistical analysis
- Trained and mentored engineers to improve technical and customer experience skills
- Published technical documentation, whitepapers, and the company's security blog
- I used SQL, DNS, SMTP, Linux, MySQL, Microsoft IIS, .NET, Apache Sendmail, heavily customized and optimized HAProxy, Perl, C++, QMail, Perl, Python, and Ruby on Rails, private cloud computing

**Technical Team Manager** • Network Appliance Team • Cybernet Systems

Feb 2000–Mar 2003

**Product: NetMAX** was a BSD or Linux based firewall with VPN sold as an appliance or as software to businesses.

- Implemented a web based ticket system to measure handling times, first call resolution, and customer satisfaction
- As a member of the R&D team for NASA contracts, met detailed specifications through product development and the application of current and future communications and hardware technologies
- Technical lead for assisting resellers and end users with implementation and the most advanced troubleshooting
- Trained and mentored first and second level Technical Support Engineers to improve the customer experience
- Published technical documentation and whitepapers

**SPM/UNIX Client Services Support** • SPM Team • SchoolsOPEN

May 1998–Feb 2000

**Product: SPM** is a student management database application sold as software or a hosted service to K-12 schools.

- Custom programmed analytical reports from Progress® database applications to meet client needs
- Configured and deployed UNIX servers to new client sites and provided on site system administration instruction
- Provided field service for UNIX servers with hardware and software issues at client sites
- Provided basic and advanced database usage training to client end users in a classroom environment
- Planned and implemented all operating system, Progress, database application, and subsystem upgrades for client sites, including the preparation of all client systems for the Y2K rollover

**Imagery/Country Analyst** • Operations Team • Department of Defense

Sep 1991–Feb 1995

**Product: Classified Intelligence** provided as processed data and analysis to internal and external clients.

- Conceptualized, wrote, and implemented a database application to manage targets. This enabled automation, data analysis, and reporting that improved the over-all efficiency of the entire mission, and added capabilities that did not exist before, resulting in recognition by award of a service medal and decoration
- Coordinated and supervised all collection and analysis of intelligence data for several countries, providing detailed analysis products to meet the needs of many decision makers, war-fighters, and the intelligence community
- Selected to attend CIA held DOD classes for information systems security
- Maintained the UNIX systems and network services for our unit
- Selected for operational detachment, live fire exercises, and HQ emergency response unit

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## SKILLS

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**Systems:** Cloud Computing • Clustered Computing • Distributed File Systems • Business Intelligence Systems • Data Mining Systems • Reporting and Dashboarding Systems • Networking (including Ethernet and TCP/IP)

**Software:** Hadoop (including Cloudera's Distribution of Hadoop/CDH, Horton, and MapR) • MapReduce • Yarn • Hive • Hue • Cloudera Manager • Apache Ambari • SOLR • Amazon EC2 • Amazon S3 • Amazon Redshift • Amazon EC2 • Amazon EMR • MarkLogic • Adobe SiteCatalyst • RapidMiner • R • Mahout • Tableau • NodeBox • Azkaban • Microsoft SQL Server Analysis Services (SSAS) • Microsoft SQL Server Reporting Services (SSRS) • MS Office • Progress 4GL • SQL (T-SQL, PL/SQL, MySQL, Hive SQL, PostgreSQL) • MDX • UNIX Shell and Awk • Java • Perl • Python • Puppet • DOS and UNIX (Linux, SCO, Unixware, DG/UX, BSDi, AIX, HP-UX, Solaris) • Windows • IDA • OllyDbg • Apache HTTPD • Sendmail • Qmail • HTML • ANSI C • RPM

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## OSS - CONTRIBUTIONS

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Cloudera Hue • Cloudera Beeswax • Apache Ambari • MIT App Inventor • OllyDbg plugins • IDA plugins • Linux kernel drivers • Apache HTTPD • Qmail • BitTornado • LuxRender for Blender • SquirrelMail • VMailMgr • supervise-scripts

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## ENTREPRENEUR

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*bitServe*: Web hosting and consulting • *OnTaskTimer*: Android application as a visual timer for autistic children • *GreenDay*: Android application for ABA behavior plans • *Made With Passion*: Art & Food blog • *TechExpoWorld*: Technical social networking and lead trading • *AnnArborSites*: Business directory for SEO • *ErgoElephant*: Desktop app to promote ergonomics • *yProxy*: yEnc proxy

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## EDUCATION

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- Cloudera Developer Training for Apache Hadoop
- MarkLogic Developing MarkLogic Applications
- Adobe SiteCatalyst User Training Certification
- The Art of Giving Great Service from ZingTrain
- College, training, and experience equivalent to a Master's Degree in Computer Science
- Florida State University (FSU) and Central Texas College (CTC)