

MILES ABRAMS

Little Silver, NJ 07739

<https://www.linkedin.com/in/milesabrams>

848.466.7180

miles@eskindrones.com

AVIATOR & TECHNOLOGY INDUSTRY LEADER

Award-winning customer care expert, bringing IT leadership and Cloud process design to drone / unmanned aerial vehicle (UAV) industry.

SIGNIFICANT ACCOMPLISHMENTS

FAA Certified Part 61 (Private Pilot) and 107 (Remote Pilot).

- 300 hours, Single Engine, Land. Current Medical (Class III).
- 125 hours, DJI Inspire 2, Autel X-Star Premium, various custom built racers.
- Former aircraft owner (N6819J)
- Certified FLIR thermographer and aerial thermography SME.
- Founder, Eskin Drones, providing visual and thermal imagery services.
- Speaker and ambassador for the industry, delivering a presentation entitled "*Drones! Tools? Toys? How It All Works.*" to local and national audiences.

IT Leader

- Earned IBM General Manager's Award for providing exceptional Cloud hosting services to clients with approximately \$250K in combined monthly billings.
- Named one of SAP's Top Ten Consultants
- Directed operational teams of up to 25 in build and delivery of hosted SAP services.
- Achieved massive reduction of executive-level direct escalations through process improvements as owner of critical business processes for Escalation, Critical Care and Incident-related financial exposure.
- Led global troubleshooting teleconferences, resolving critical production-down events.

Educator

- Trained over 100 students in 7 countries as course owner and lead instructor for initial orientation class, *Delivery Fundamentals*.
- Served as instructor and consultant for SAP process manufacturing (PPPI-BM).

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PROFESSIONAL EXPERIENCE

Eskin Drones , Little Silver, NJ	2016 - present
IBM CORPORATION , Piscataway, NJ	2005 - 2016
Delivery Project Executive , Cloud Managed Services	2005 - 2016
Team Member , Delivery Center of Excellence	2014 - 2016
METRO GOLDWYN MAYER STUDIOS , Los Angeles, CA	2003 - 2005
Project Leader and SAP Specialist	
ARVATO SERVICES (BERTELSMANN) , Los Angeles, CA	2002 - 2003
IT Manager	
MILES ABRAMS CONSULTING , San Francisco, CA	2000 - 2002
Principal	
SAP AMERICA , Philadelphia, PA	1994 - 2000
Applications Consultant and Project Manager	

EDUCATION

Master of Business Administration (MBA), Information Systems, Graduate School of Management, Rutgers University, Newark, NJ

Bachelor of Arts (BA), Theater, Brandeis University, Boston, MA, *cum laude*