

Resume of Cassie Oates

Senior Consultant, Analyst, Database Administrator

Areas of Expertise

Ms. Oates's experience as a business owner gives her solid insight into creating functional systems and building effective customer relations management (CRM) technology tools. Having worked through several critical software upgrades in mid-size entertainment companies, she has specific knowledge of the potential hazards and solutions to systems adoption by users, customers, partners, and Organizational Change Management which has made her an asset to the WSRcg team.

She has worked on and reviewed several large system failure litigation matters and has special expertise in finding "hidden" documents and e-mails that help build and support the experts' "case stories" and the attorneys' "case map." In addition, Ms. Oates has planned and conducted witness interviews.

At WSRcg, Ms. Oates focuses on client interviews, e-discovery, document analysis and presentation work.

Experience

WSR Consulting Group, LLC, Consultant/ Researcher/ Database Administrator

2014-Present

Focus on large-scale software failures and litigation in the following areas:

Expertise in:

- Discovery research;
- Conducting client/percipient witness interviews and site visits;
- Interpreting and scoring project management e-mails;
- Assisting in expert reports and testimony.

Experience in:

- Project WBS/timeline/critical path;
- Project estimation; phase estimations;
- Several SDLCs: Waterfall, agile and scrum;
- Error logs, error patterns, and efficiency of fixes;
- Comparison of resource skills to contractual and job role/responsibilities;
- Steering Committee reports/impact on project/system;
- Risk analysis, management, mitigation and avoidance;
- Knowledge in why systems and projects fail and why they succeed.

Wildbrain Entertainment, (create/produce Children's Television shows), Assistant to Legal Counsel

2011-2012

Collaborated with lead counsel to organize five years of back-logged production/client contracts, as well as updating and dispersing current contracts.

Managed expense reports for a large production team, including Director of Production, Lead Counsel, and Vice President of Marketing.

THQ, (mid-size video game company) Executive Assistant to Online Gaming

2009-2011

Developed a system to track video game samples; established budget procedures.

Provided administrative support to VP of Online Gaming for launch of online massively multiplayer strategy game.

Authored professional correspondence to customers and vendors in many areas.

ACME Comedy Theatre, Owner/Administrator

2004-2008

Managed all aspects of day-to-day operations of a school and theatre in Los Angeles, California.

Planned, managed, operated, and oversaw all facility rental and maintenance, including coordinating with out-of-state vendors. Cassie prepared and executed all contracts pertaining to vendors, rentals and subcontractors. Business sold.

Course organization for 8 teachers and as many as 150 students, 200 performers and two class sites, as well as supervision of box-office staff of 8, including training, problem solving, and scheduling.

Finances: accounts payable and receivable, invoicing.

Sutton, Barth & Vennari, (commerical talent agency) Executive Assistant **1998-2004**

Designed multimedia presentations for celebrity client pitches to advertising agencies.

Managed all correspondence and communication for celebrity department.

Ran a 26-line phone bank.

Skills

Microsoft Word, Excel, Powerpoint, Quickbooks, Access, Adobe Acrobat, Practice Engine (Client Management Software)

Education

Converse College, Spartanburg, South Carolina **1992-1995**

Music Education

Augusta State University, Augusta, Georgia **1995-1997**

Bachelors of Music, Music Education, Magna Cum Laude

Member: National Honor Society, Phi Kappa Phi, Delta Omicron Music Fraternity

Additional Areas of Interest

Co-presented with Warren S. Reid: "It's not just about the estimate. It's about the ESTIMATE!", a USC Graduate Software and Systems Engineering Course, November, 2017.

Co-presented with Warren S. Reid: "The Economics of Software", a USC Graduate Software and Systems Engineering Course, November, 2016.

Assisted Warren S. Reid in presenting: "Catastrophe: COCOMO and the Courtroom", a USC Graduate Software and Systems Engineering Course, October 28, 2015.