

Adam Herst

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An experienced technical, business, and visual communicator and manager committed to working with arts organizations and other non-profits to help them make the most of their investments in information technology.

Work Experience

Managing Director, IT for Arts Organizations, Toronto

2010 – Present

I provide information technology and arts management services to arts organizations on a contract and as needed basis.

- Working with Connexions Digital Archive I provide technical support for digitization workstations and servers and document and improve IT processes and procedures
- Working with FADO Performance Art Centre I prepared and filed corporate Articles of Continuance
- Working with Factory Theatre I provided technical support for end user workstations, file servers, and network equipment
- Working with The Dance Current magazine as Business Manager I oversaw financial and business operations and contributed to organizational development and technology strategies
- Working with The Textile Museum of Canada I conducted an inventory of existing IT systems and processes and researched and wrote recommendations for their improvement.
- Working with Toronto Free Gallery I provided end user and network technical support

Program Manager/SR&ED Claim Preparer, Broadview Software, Toronto

2005 – Present

Ongoing contract positions with this manufacturer of broadcast management software.

- Managed multi-year software deployment projects for clients that included Public Broadcast Service (PBS), Entravision Communications, and Discovery Communications by writing and maintaining all project documentation, preparing and managing budgets, staffing and leading the project team, ensuring good communication with clients and staff members, and ensuring final quality of deliverables.
- Established policies and procedures for a project management office, mentored junior project managers and business analysts, and balanced the demands for resources across competing projects.
- Documented organizational policies and procedures for staff performance management, operational policies and procedures for software development, and made and implemented ongoing recommendations for their improvement.
- Identified, researched, and wrote over 10 years of successful, unaudited Scientific Research and Experimental Development tax credit applications resulting in claims valued over \$5,000,000.

Festival Organizer, Toronto Performance Art Collective, Toronto

2008 –2014

Part-time contract to co-produce the 7a*11d International Festival of Performance Art, a multi-day festival comprising over 50 artists, speakers, and writers.

- As a founding board member, I prepared and filed all documentation to register the organization as a not for profit corporation
- As Secretary, I oversaw the filing of regulatory documents and the documentation of board meetings
- As Co-Producer, I researched and wrote applications and subsequent reports to secure municipal, provincial, and federal project and multi-year operating grants, secured and operated venues for the festival, recruited and facilitated artists for the festival, and recruited and managed festival staff and volunteers

Vice President Product Development, Cast Software, Toronto

2002 - 2004

Managed day to day operations for this publisher of software solutions for the entertainment lighting industry.

- Implemented a quarterly product release cycle and met 8 consecutive release dates
- Wrote successful SR&ED tax credit claims and increased the value of the credits received
- Implemented a process for ongoing new product development,
- Developed and began the implementation of Cast's first 5 year strategic plan
- Resolved tensions between key management staff and the owners of the company and assisted in the withdrawal of one of the owners from day to day operations

Director Development Services, 724 Solutions, Toronto

1998 –2001

Created the Development Services department and managed over 50 employees to provide services in Configuration Management, Development Environment Support, Development Training, Translation, Information Development and Technical Publication.

Lecturer, Humber College, Toronto

Fall 1998

Developed and delivered a course for adult learners in Analysis and Design for Technical Communicators.

Senior Information Developer, Solect Technology, Toronto

1996 – 1997

Contract to research and write development system documentation for internet billing software.

Manager Vendor and OEM Programs, SoftQuad Inc., Toronto

Jan – Oct 1996

Negotiated contracts with suppliers and licensees of technology and managed the resultant relationships.

Information Developer/Team Lead, SCO Canada Ltd., Toronto

1991 –1995

Managed a team of technical writers to research, write, format, and publish hardcopy and online documentation for the Unix development system and the IPX/SPX networking system.

Technical Publications Lead, SoftKey, Toronto

1990 - 1991

Contract to rewrite and rebrand end user documentation for this reseller of OEM software.

Senior Technical Writer, Amdahl Canada Ltd., Toronto

1989 - 1990

Wrote development system documentation for this manufacturer of mainframe computers.

Technical Writer, Empress Software Inc., Toronto

1986 - 1989

Wrote end user and developer documentation for this publisher of a relational database management system.

Assistant Editor, TPUG Magazine, Toronto

1985 - 1986

Wrote, edited, formatted, and printed this magazine about home and hobbyist computers.

Education

University of Toronto, Toronto**2005 – 2010**

Honours Bachelor of Arts Degree with High Distinction, Specialist (Co-operative) Program in Arts Management, Major Program in Studio

Ontario Institute for Studies in Education, Toronto**1998 – 2000**

Diploma Program in Adult Training and Development.

York University, Toronto**1990 – 1992**

Certificate Program in Business and Technical Writing.

University of Toronto, Toronto**1980 – 1985**

Honours Bachelor of Science Degree, Specialist Program in Cognitive Psychology, Major Program in Philosophy.

Computer Skills

Operating Systems: I am a daily user of and proficient in Windows, Mac, and Linux operating systems and software.**System Administration:** I am a certified Linux System Administrator and have production experience administering Windows workstations and Linux servers.**Microsoft Office:** I am an expert user of Word, Excel, PowerPoint, Visio, and Project and their open source equivalents and have used them to create reports, manuals, and presentations, manage projects and budgets, and create process models.**Graphics:** I am an experienced user of Adobe Photoshop and Illustrator and an expert user of their open source equivalents GIMP and Inkscape and have used them to create both technical and artistic illustrations.**Web Technologies:** I have production experience with Apache, MySQL, PHP, HTML, CSS, and JavaScript gained through maintaining and migrating web servers.**Certifications, Memberships, Awards, and Recent Activities**

2015 – present	Linux Foundation Certified System Administrator, Certification ID: FCS-1500-0279-0100
2012 – 2015	Founding board member and secretary Toronto Performance Art Collective
2010 - present	Member of Canadian Artists' Representation/Le Front des artistes canadiens (CARFAC)
2009 - 2011	Board member and Secretary of FADO Performance Inc.
2014	Community TA for Creating Site-specific Dance and Performance, CalArts/Coursera
2010	Recipient of the University of Toronto Scarborough Graduation Prize in Studio Art
2008	Recipient of the University of Toronto Scarborough Krashinsky Award
2007	Recipient of the University of Toronto Scarborough Honours List Award

Other Interests

- Open Source Software and the Creative Commons
- Performance art and computational and digital art
- Recreational bicycling
- Tai Chi