

PAUL ADAMS
GSA/FAS CUSTOMER SERVICE DIRECTOR



Paul Adams is currently the Customer Service Director (CSD) for all State and local government agencies in Indiana, Ohio, and Michigan. In addition, he is the CSD for all Federal agencies in Ohio, South of Interstate 70. He provides assistance, resolves problems and answers questions from all GSA's customers. Because of his past work experience, he possesses valuable information that complements all GSA/FAS programs. He is qualified to teach and successfully has taught "GSA Advantage!" (for purchase card customers) and "eBuy" (for contracted services requirements).

Prior to Paul's CSD assignment -while still within GSA -he directly provided assisted procurement services to many Federal customers. He also managed a procurement field office. In that position, he has had managerial oversight of 6,217 funding documents associated with 1,125 contracts valued at over \$500 million supporting US Treasury Department, Navy, Army, Air force, Department of Defense, Environmental Agency, Defense Logistics Agency, and many other agencies. During this time, he was also in daily contact with contractors from all over the United States, in all socioeconomic categories to include: Small Businesses, Women Owned Businesses, Service Disabled Veteran Owned Small Businesses, SBA Certified Small Disadvantaged Businesses, and SBA Certified 8(a) firms.

Before coming to GSA, Paul was a contractor Senior Site Manager, managing a \$48M million dollar contract comprised of 91 direct labor employees at four separate locations. This effort included managing two sub-contractors as well as performing as a business developer.

Paul began his federal career in 1974 as an Air Force Communication Officer. He has over 23 years of military experience, retiring as a Lieutenant Colonel. While in the military, he served in many broad assignments world wide.

As a customer himself, he managed contractor support for most of his military career. While serving as the Communication-Electronics Logistics Flight Commander assigned to 456th Communications Squadron (USAF), Yokota AB, Japan, he acquired international contract oversight expertise by managing a contract composed of over 100 Japanese nationals throughout the Kanto planes, Japan.

Furthermore, Paul served as the Program Manager for USAF Requirements Data Bank (RDB) in Kettering, Ohio. He successfully brought to fruition this 225 person, \$250 million software development contract for Headquarters Air Force Material Command, Wright-Patterson Air Force Base, Ohio. It was with this Program that he insured RDB properly computed the procurement and repair requirements with inventory valued in excess of \$59 billion supporting 5,500 users. He negotiated system requirements with functional users, interfaced daily with the prime development contractor on cost, schedule, and performance, and oversaw Independent Validation and Verification (IV&V) of developed software before Government acceptance.

Education: Master's Degree in Systems Management, from the University of Southern California, Los Angeles, CA. Bachelor of Science in Mathematics, minor in Psychology, from the University of New Mexico, Albuquerque, NM. GSA training includes Project Management.

Paul resides in Fairborn, OH with his wife Caroline. Their only son is a pilot in the United States Air Force.