Bryan Thompson

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Open to remote work and about 50% travel

Technical Implementation & Customer Success

Summary

This is the first résumé I've ever written. For 26 years, every job I've had led to the next one, usually because I solved a problem nobody had asked me to solve. I've taught myself industrial robots, PLCs, five-axis CNC and database software, then taught the people who had to use them every day. I hold three U.S. patents, built SurfMode into a one-person business with more than $1M in sales, and since 2022 have been a licensed adjuster finding every legitimate path to yes for people on the worst day of their lives. I want a customer success or implementation role: learn the product cold, understand what the customer actually needs, and get them there.

Strengths: learning software fast and teaching it (40+ people trained on five-axis CNC); translating between operators, integrators and programmers; hard conversations with customers under stress

Tools: FANUC and Fuji robots, Allen-Bradley PLCs, Alphacam, Cabinet Vision, RazorGage, Rhino3D, Access/VB, Xactimate, Symbility

Experience

Independent Property and Casualty Adjuster, Self-employed — 2022 to present

- Work residential and commercial claims for about five adjusting firms on behalf of carriers including Travelers, Chubb, Lloyd's of London and Progressive; expert of record on cause of loss, from policy review through estimate and final report.
- On a Hurricane Helene claim with no flood coverage, traced wall damage to an EF-2 tornado in National Weather Service data and separated wind from flood; my report supported about $180K for a family that expected close to nothing.
- Four claims valued at $1M to $2M have gone to depositions and mediation.

Founder and Inventor, SurfMode — 2019 to present

Mode Fabrication, Inc.

- Invented and patented a boat surf product, then ran every part of it alone: manufacturing, Shopify, ads, support and fulfillment for Monster Tower (exclusive partnership with a division of publicly traded Patrick Industries). More than $1M in sales, profitable from the first sale.
- Turned a customer threatening a return into a believer by walking him through how it works; rewrote the setup guide as a teaching document so owners troubleshoot on their own.
- Built IntelleSurf (boat sensor and iPhone app, about 25 in the field) and WaveForm (automatic ballast controller; 8 sold in the first week).

Owner and President, Mode Fabrication, Inc. — 2016 to 2019

- Ran a fabrication business with 6 employees and about $1M a year in revenue; projects up to $200K.
- Invented an engineered wood door core, then designed and built the vacuum system and presses to produce it (U.S. Patent 11,084,268).
- Put a vision-guided robotic finishing cell into production with an outside integrator; finished 15,000 doors for a Homewood Suites job (about $200K).
- Delivered staged installation kits to 12 Steel City Pops stores in three states.
- Designed and built the giant boxes and working Dash buttons for Birmingham's Amazon HQ2 campaign in 5 to 6 days; two Gold ADDY awards credit me as Designer and Fabricator, and officials credit the campaign with landing Amazon's 1,500-job Bessemer fulfillment center.

Co-owner, then Owner, Recreated Cabinets 2015 to 2017

- Grew the shop from 3 employees and about $150K to 20 employees and about $1.8M.
- Brought in a five-axis CNC and Cabinet Vision, cutting labor from about 60% to 25% of job cost; won over veteran cabinetmakers by building their real-world adjustments into the software.
- Trained about 20 employees in under 3 weeks each using scale models of the machine, then 20 to 25 more at other companies referred by the dealer.

Marketing Director, American Printing 2013 to 2015

- Moved a print shop into digital marketing; sold CRM and marketing programs to about 10 customers (about $200K) and delivered an image-recognition campaign for Cahaba Brewing.

Jasper Lumber Company 2005 to 2013

Millwright Apprentice, then Plant Manager, then General Manager of B&T By-Products (10% equity)

- Ran the single-shift bagging plant, then managed B&T, which ran three shifts with 40 to 45 employees by 2013.
- Taught myself FANUC programming and built a palletizer from a used GM welding robot for under $50,000 (12-month payback); added a second robot cell and a Fuji palletizer serving two lines.
- Specified an inline moisture meter that cut rejected pallets from about 10 a day to 1.
- Built about $200K a year in Saudi exports, landed the Budweiser Clydesdales account (still a customer), and launched Yellowhammer Grilling Chips, made from hickory and cherry that was being burned in the woods, into Piggly Wiggly and 10 Whole Foods stores.

Earlier career 2000 to 2005

- Gray Insurance, claims adjuster: built a correspondence system used by about 40 people in three offices; a return-to-work case I led changed how the company handled permanent disability claims.
- On a Jones Act claim, built trust with the injured worker and bought him a crawfish boat as part of the resolution; settled for under $300K on a claim type that usually ran over $1 million.
- Alabama Governor's Office, special assistant and speechwriter: built a contract tracker that became the office's real-time press conference tool; then programmer, Information Services Division.
- Congressional intern: Rep. Billy Tauzin and Sen. Mary Landrieu.

Patents, Education and Licenses

U.S. Patents 11,801,920 and 11,524,751 (Lateral Displacement Surf System) and 11,084,268 (Engineered Wood Product, sole inventor)

BA, Philosophy, Auburn University, 2000; MBA coursework, Auburn, 2014 to 2015

Adjuster licenses in AL, TX, GA, FL, NC, SC, KY and LA; Alabama workers' compensation license; TWIA certification, 2026