

Cassie Oates

Director of Litigation Discovery

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Quandary Peak Research

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Cassie Oates has a decade of experience working with software experts in large and small-scale software failure litigation. Her litigation experience includes arbitration, bench trials, and jury trials; Ms. Oates offers expertise in document review, fact witness interviews, change management, and testing best practices. As a small-business owner prior to her specialization in litigation, Ms. Oates experienced first-hand the challenges of converting old database management into a modern CRM system. That, coupled with watching an SAP implementation fail because of poor change management practices at the corporate level, has given Ms. Oates unique insight into the customer side of software failure.

In addition to her work in litigation discovery, Ms. Oates specializes in deposition and testimony preparation for arbitration and trial.

Education

Bachelors of Music, Music Education, Magna Cum Laude

Augusta State University, Augusta, Georgia | 1995–1997

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

Music Education

Converse College, Spartanburg, South Carolina | 1992–1995

Employment

Director of Litigation Discovery

Quandary Peak Research | Los Angeles, CA | May 2023–Present

Litigation Consultant

The Engine, Inc. | Los Angeles, CA | Apr 2018–May 2023

Senior Litigation Consultant, Legal Analyst

WSR Consulting Group, LLC | Los Angeles, CA | 2014–Apr 2018

- Responsibilities included critical review of 100,000+ documents containing more than a million pages to track down “hidden” documents and emails supporting the expert report and the legal case map.

Assistant to Legal Counsel

Wildbrain Entertainment | Los Angeles, CA | 2011–2012

Executive Assistant to Online Gaming

THQ | Agoura Hills, CA | 2009–2011

Owner/Administrator

ACME Comedy Theatre | Los Angeles, CA | 2004–2008

- Managed and oversaw all operations for a seven-day-a-week, 40+ weekly shows, 99-seat live theater in Los Angeles. Focused on delivering the best possible customer experience – both internally with the actors performing (150+ actors, 150+ students attempting to join our companies) and externally with the theatergoing public.

Executive Assistant

Sutton, Barth & Vennari | Los Angeles, CA | 1998–2004

Project Management and Complex Problem Solving

- Ability to trouble-shoot in the moment, assess, and mitigate risk including those related to interpersonal relationships and challenges in organizational change management.
- Understand pressures of meeting a payroll, hiring and firing personnel, and organizational change. Managed expense reports and travel expenses.
- Instrumental in the design and acceptance testing of a customer relationship management (CRM) tool.
- Comfortable with all levels of vendor management, including requests for proposal, negotiations, contracting, accounts payable/receivable and invoicing.
- Comfortable with celebrity and near-celebrity interaction including managing “C” suite politics.

Litigation Support

- Success working for a challenging pre-eminent academic and courtroom voice in the field of software failure. Helped uncover the story and identify key facts for both plaintiff and defendant; both customer and integrator.
- Identified the most important documents among tens of thousands in a project’s lifecycle to highlight the narrative of what happened in a software implementation for an arbitrator, judge or jury. Able to recognize project-critical documents which have been omitted.
- Assisted in expert witness deposition and trial preparation. Assisted in creating interview questions as well as conducting client/percipient witness interviews and site visits. Promoted from litigation assistant to fact witness interviewer
- Handled and interpreted discovery research, beginning from contract and complaint, and narrowing down to key personnel’s relevant emails, project plans, and steering committee minutes. Developed tracking methods for value of project management documents. Understand the difference between usable facts presented in project tracking as opposed to “rosier than actual” or misleading, unusable metrics. Specific expertise includes:
 - Solid understanding of project WBS, timeline as well as critical path planning and analysis.
 - Working knowledge of project and phase estimation using the COCOMO II software cost estimation model.
 - Experience with project success and failure using various methodologies including waterfall, agile, and hybrid, as well as testing phase-specific methodology. Ability to compare resource skills to expected contractual resource deliverables and the job needs.
 - Ability to read error logs, identify test issue trends, identify recurring issues and assess the efficiency of fixes.
- Wrote, edited, and provided feedback for expert reports and rebuttal reports.

Records Management

- Effectively managed 100,000+ documents with millions of pages for large-scale system failure litigation matters, including capturing and maintaining key passages from hundreds of documents to be used in expert reports.
- Efficiently summarized hundreds of pages of deposition to isolate key points which led to critical facts for the expert report.
- Organized expert report drafts including references and external support backing up customer and integrator history.
- Comfortable collaborating with counsel and customer representatives to appropriately access Sharepoint and internal legacy document management software. Developed a method to track video game samples; established budget procedures for sales staff.
- Adroit adopter of new technology.

Litigation Consulting

- **Mudflap, Inc v. Trucker Path, Inc** | Apr 2024–Oct 2024
Jurisdiction: Judicial Arbitration & Mediation Services, Inc. (JAMS)
Case Number: 5100001313
Counsel: Carr McClellan P.C.
Nature of Suit: Trade Secret
- **MIADVG, LLC v. V2Solutions, Inc.** | Sept 2023–Apr 2024
Jurisdiction: American Arbitration Association, Santa Clara, California
Case Number: 01-23-0000-2561
Nature of Suit: Breach of Contract
Counsel: Palmieri, Tyler, Wiener, Wilhelm & Waldron LLP
- **dmarcian, Inc. v. DMARC Advisor BV** | Aug 2023–Present
Jurisdiction: U.S. District Court for the Western District of North Carolina, Asheville
Case Number: 1:21-cv-00067-MR
Counsel: Womble Bond Dickinson (US) LLP
Nature of Suit: Copyright
- **Confidential Customer v. Confidential Vendor** | July 2023–Sept 2024
Jurisdiction: Judicial Arbitration and Mediation Services (JAMS)
Case Number: 5450000478
Counsel: Stinson LLP
Nature of Suite: Software Dispute, Breach of Contract
- **LKQ Corporation v. Overall Parts Solutions** | July 2023–Nov 2024
Jurisdiction: Court of Chancery of the State of Delaware
Case Number: 2022-0036
Counsel: Jones Day
Nature of Suit: Breach of Contract
- **WIPRO Limited v. First Data Government Solutions, LP** | July 2023–Present
Jurisdiction: District Court, D. Nebraska
Case Number: 4:22-cv-03116-JMG-MDN
Counsel: IMS Consulting & Expert Services
Nature of Suit: Breach of Contract

- **AlmondNet Inc. v. Amazon.com Inc.** | July 2023–June 2024
Jurisdiction: Western District of Texas
Case Number: 6:21-cv-00898-ADA
Counsel: Russ August & Kabat
Nature of Suit: Patent
- **Best Ring, LLC v. Ronin POS, LLC** | June 2023–Present
Jurisdiction: USDC Western District of Texas Waco Division
Case Number: 6:22-CV-00766-ADA
Counsel: Naman, Howell, Smith & Lee, PLLC
Nature of Suit: Patent, Copyright, Trade Secret
- **K+S Potash Canada General Partnership v. Veolia Water Technologies Inc** | Mar 2023–Present
Jurisdiction: Court Of Queen's Bench For Saskatchewan
Case Number: QB No. 817 (filed 2018)
Nature of Suit: Breach of Contract
Counsel: Stikeman Elliott LLP
Technology: Plant Design Management Systems (PDMS), Clash Detection, Database synchronization
Role: Electronic Discovery and Document Review Lead
- **FastTrac Transportation, LLC v. Pedigree Technologies, LLC** | Jan 2023–Present
Jurisdiction: U.S. District Court for the District of North Dakota
Case Number: 3:22-CV-00053-PDW-ARS
Counsel: Shackelford, Bowen, McKinley & Norton, LLP
Nature of Suit: Breach of Contract
- **OpenText Corporation v. Softail, Inc** | July 2022–Mar 2023
Jurisdiction: American Arbitration Association
Case Number: AAA 01-22-0001-8608-20361
Counsel: Vedder Price
Nature of Suit: Breach of Contract
- **ClubReady LLC v. Xponential Fitness** | June 2022–Jan 2024
Jurisdiction: American Arbitration Association
Case Number: AAA 01-21-0017- 8081-20347
Counsel: Willkie Farr & Gallagher LLP
Nature of Suit: Breach of Contract
- **1-800 Hansons LLC v. Rightpoint Consulting LLC** | May 2022–Sept 2022
Jurisdiction: American Arbitration Association
Counsel: Honigman LLP
Nature of Suit: Breach of Contract
- **Truinject Corp. v. Nestle Skin Health, S.A.** | Apr 2022–June 2023
Jurisdiction: U.S. District Court for the Eastern District of Texas
Case Number: 4:20-cv-457
Counsel: Kasowitz Benson Torres, LLP & Beus Gilbert McGroder, PLLC
Nature of Suit: Breach of Contract
- **FinancialApps, LLC v. Investnet, Inc. and Yodlee, Inc.** | Mar 2022–Present
Jurisdiction: U.S. District Court for the District of Delaware
Case Number: 19-cv-01337 - 20177
Counsel: Kasowitz, Benson & Torres LLP
Nature of Suit: Trade Secret and Copyright

- **JK Soft, Inc v. Innoas, Inc** | Feb 2022–Present
 Jurisdiction: U.S. District Court for the District of New Jersey
 Case Number: Civil Action Number: 2:18-cv-00199 (WJM)(MF)
 Counsel: Choi Law Group
 Nature of Suit: Trade Secret and Copyright
- **Ventive LLC v. Title Pipe, Inc** | Nov 2021–Feb 2022
 Jurisdiction: American Arbitration Association
 Counsel: Mooney Wieland
 Nature of Suit: Breach of Contract
- **Appian Corporation v. Pegasystems, Inc. & Youyoung Zou** | Aug 2021–Jan 2022
 Jurisdiction: Circuit Court of Fairfax County, Virginia
 Case Number: 2020-07216
 Counsel: Choate Hall & Stewart LLP
 Nature of Suit: Trade Secret and Copyright
- **Mueller Supply Company, Inc. D/B/A Mueller, Inc. v. JNL Steel Components, Inc. and Web Plant Media, LLC** | July 2021-Feb 2023
 Jurisdiction: U.S. District Court for the Northern District of Texas San Angelo Division
 Case Number: 6:21-CV-00036-H
 Counsel: Foley and Lardner LLP
 Nature of Suit: Trade Secret and Copyright
- **Manipal Education Americas, LLC v. Campus Management Corp.** | Sept 2020-Apr 2021
 Jurisdiction: American Arbitration Association
 Case Number: 01-19-0003-0449
 Counsel: Egozi & Bennett, P.A.
 Nature of Suit: Breach of Contract
- **Commonwealth of Pennsylvania, Dept. of Labor and Industry v. International Business Machines Corp.** | July 2019–Oct 2021
 Jurisdiction: Court of Common Pleas of Dauphin County, Pennsylvania
 Case Number: 2017-CV-1740-CV
 Counsel: Jones Day
 Nature of Suit: Breach of Contract
- **ECI Software Solutions, Inc. v. John Plyler Plumbing and Hardware, Inc.** | Aug 2019–July 2020
 Jurisdiction: U.S. District Court for the Northern District of Texas Dallas Division
 Case Number: 3:18-cv-02758-S
 Counsel: Greenberg Traurig, LLP
 Nature of Suit: Trade Secret and Copyright
- **Toms Shoes v. Infosys** | Mar 2018–Apr 2018
 Jurisdiction: Mediation
 Nature of Suit: Breach of Contract
- **American Type Culture Collection v. Armanino, LLP** | Feb 2018–Mar 2018
 Jurisdiction: U.S. District Court Eastern District of Virginia (Alexandria Division)
 Case Number: 1:2017cv01235
 Counsel: Holland & Knight LLP
 Nature of Suit: Breach of Contract

- **Iowa Workforce Development** | Mar 2018–July 2018
Counsel: Special Litigation Division, Office of the Attorney General of Iowa
Nature of Consultation: Discussion of Breach of Contract
- **Electronic Transaction Consultants Corporation v. Miami-Dade County Expressway Authority** | Mar 2017–Oct 2017
Jurisdiction: Circuit Court of the Eleventh Judicial Circuit, Miami-Dade County, Florida
Case Number: 12-46272CA10
Counsel: Vezina, Lawrence and Piscitelli
Nature of Suit: Retrial of Breach of Contract
- **America’s Collectibles Network, Inc. d/b/a Jewelry Television v. Sterling Commerce (America), Inc.** | Feb 2016–May 2017
Jurisdiction: U.S. District Court Eastern District of Tennessee at Knoxville
Case Number: 3:09-cv-143
Counsel: Kilpatrick Townsend
Nature of Suit: Breach of Contract
- **H.B. Fuller Corp. v. Accenture, LLP** | Mar 2015–Aug 2015
Jurisdiction: American Arbitration Association
Counsel: Bowman & Brooke/ Fredrikson & Byron, P.A.
Nature of Suit: Breach of Contract
- **Xerox State and Local Solutions, Inc. f/k/a ACS State & Local Solutions, Inc. v. Xchanging Solutions USA, Inc. f/k/a Albion, Inc. and Xchanging Solutions Limited f/k/a Cambridge Solutions Limited** | Nov 2014–May 2015
Jurisdiction: U.S. District Court Southern District of New York
Case Number: 13 Civ. 3472 (LLS)
Nature of Suit: Breach of Contract

Presentations

- ***“It’s not just about the estimate. It’s about the ESTIMATE!”***
Co-presented with Warren S. Reid: a USC Graduate Software and Systems Engineering Course | Nov 2017
- ***“The Economics of Software”***
Co-presented with Warren S. Reid: a USC Graduate Software and Systems Engineering Course | Nov 2016
- ***“Catastrophe: COCOMO and the Courtroom”***
Assisted Warren S. Reid in presenting: a USC Graduate Software and Systems Engineering Course | Oct 28, 2015

Skills

Apps

Microsoft Word, Excel, PowerPoint, QuickBooks, Access, Adobe Acrobat, Practice Engine (Client Management Software), Costar, MS Project