

Andrew Grossman

Personal Info

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Work Experience

Director of Software Engineering

June 2023 – March 2024

Engineering lead for the Songtrust product team. Responsible for the development and maintenance of the Songtrust.com web application with 30k+ active users, as well as internal facing enterprise tools. Managed a team of 6 engineers.

- ▶ Guided the technical implementation of key application features, via team planning, ticketing, and code reviews.
- ▶ Completed initiative to verify user identities, reactivating stalled business partnership impacting \$2M of customer earnings.
- ▶ Implemented SLA for incoming support requests, ensuring 95% of requests are responded to within 24 hours. Cleared 9 month request backlog in 3 months.
- ▶ Drove completion of over a dozen features that had previously stalled between code deployment and product acceptance QA activities.
- ▶ Assisted in cost-cutting measures, including identifying \$35K/year of since-realized savings in cloud costs.
- ▶ Ensured high morale and team stability, increasing overall productivity. Onboarded 3 new engineers.

Education

[Bachelor of Science in Computer Science](#)

December 1997 – December 2000

University of Maryland, College Park

Skills

Web Development

[HTML](#) [CSS](#) [JavaScript](#)