

# Andrew G. Grossman, MSc, MBA

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## Personal Info

Hello, hiring manager from Singles Publishing. As a music industry software engineering veteran, I thought it worth including a cover letter for this application. It is attached at the end of this resume.

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## Work Experience

### Cabinet Health

#### Staff Backend Engineer

May 2024 – January 2025

Backend engineer for Cabinet's online pharmacy offering. Implemented features supporting the customer account portal, internal business management systems, and integrations with pharmacy partners.

- ▶ Cleaned and optimized third-party medical provider data. Developed efficient API endpoints capable of handling 10 million provider records with limited infrastructure resources.
  - ▶ Led efforts to clear a backlog of over 50 outstanding customer issues, helping the company to align and protect its brand.
  - ▶ Implemented an automated notification system within Django to send timely SMS and email alerts, increasing refill rates and reducing pharmacy staff manual work.
  - ▶ Implemented business reporting for senior leadership using Metabase.
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### Songtrust / Downtown Music Publishing

#### Director of Software Engineering

July 2023 – April 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 a dozen features previously stalled between code deployment and product acceptance QA activities.
  - ▶ Applied more comprehensive monitoring and alerting, identifying ~75% of user-facing issues before they were reported.
  - ▶ Assisted in cost-cutting measures, including identifying \$35K/year of since-realized savings in cloud costs.
  - ▶ Functioned as departmental service owner for Postgres. Managed AWS RDS Postgres instances, including right-sizing, cost management, major version upgrades, and parameter configuration. Mentored new departmental DBA.
  - ▶ Ensured high morale and team stability, increasing overall productivity. Onboarded 3 new engineers.
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## Engineering Manager

January 2020 – June 2023

Team lead / back-end developer for a greenfield application managing music industry intellectual properties for the purpose of royalty collection.

- ▶ Architected data model.
  - ▶ Set up a flexible Django/DRF environment with custom primitives for advanced Postgres feature usage.
  - ▶ Designed and implemented a custom ETL pipeline using Python and SQL for data ingress from multiple systems, including MS SQL Server sourced data.
  - ▶ Maintained application deployment environments (AWS EC2/RDS Postgres/S3).
  - ▶ Involved in and executed on departmental leadership initiatives focused on reaching an enterprise-level of governance, stability, and process.
  - ▶ Drove approach to reduce data record rejections from business partners by 95% versus the previous system.
  - ▶ Managed and refined team agile processes and development workflows, including JIRA configurations.
  - ▶ Responsible for managing and mentoring 9 engineers on multiple development teams.
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## Senior Software Engineer

June 2018 – December 2019

Full-stack developer on a consumer-facing Django/PostgreSQL/Ubuntu/AWS-hosted consumer-facing application for facilitating songwriter royalties collection.

- ▶ Implemented a feature to allow users to share songwriters across accounts 3 months ahead of schedule.
  - ▶ Optimized database queries and application performance.
  - ▶ Implemented new front-end features in a legacy jQuery/Backbone environment.
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## Bridgestone Commercial Solutions

### Software Lead / Development Manager

2012 - 2018

Led a team of 8 developers to build a commercial data collection product, that served as a key differentiator in the retread service package offering to hundreds of B2B customers. Product was built using a Django/Dojo/PostgreSQL/RHEL stack. At time of departure, the application had over 600 users and had collected over 3 million survey readings.

- ▶ Implemented initial Django/Tastypie/Dojo-based patterns used as the base for the application.
  - ▶ Scripted imports (ETL) of third-party data from various formats into PostgreSQL database.
  - ▶ Assigned tasks, provided task documentation, reviewed work, and consulted on work within the engineering team.
  - ▶ Coordinated development activities with product manager, project manager, QA team, and target users.
  - ▶ Performed managerial duties, including hiring, termination, and performance reviews.
  - ▶ Managed developer and testing VM instances (KVM, VMWare).
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Developed and administered Django-based commercial website for the tracking of national trucking fleet inventories. Resulting website is now marketed directly to large trucking fleets including Waste Management, Ryder, and UPS, leading to increased sales of the company's core product. Product was built using a Django/YUI 2/PostgreSQL/RHEL stack. System consolidated data from over 30 Postgres-based systems into a single reporting database. Worked on other software products as needed.

- Provided custom reporting and querying of a PostgreSQL database for data mining purposes.
- Implemented features in a C/Curses-based TUI application used for the management of tire retread shops.
- Developed CakePHP-based data reporting website for corporate usage.
- Developed Visual Basic 6 / Access based reporting application for use by over 100 commercial clients.

Stifel Nicolaus

Developed advanced Microsoft Excel applications w/VBA for stock selection and tracking.

Education

University of Baltimore

UMBC

- Completed research paper in algorithm development including simulation and statistical analysis entitled "Indirect Data Reporting in Wireless Sensor Networks with Multiple Mobile Nodes."

University of Maryland, College Park

Skills

Python

Django

Django Rest Framework

SQLAlchemy

Celery

PostgreSQL

SQLpl/pgsql

Query Optimization

ETLRDS

Data Modeling

AWS

RDSEK2S3

Lambda

Software Development

JIRACircleCI

GitGitHub

Datadog

REST API

Confluence

Engineering Management

People Management

People Development

Agile

Technical Potpourri

Excel

Visual Basic / VBA

BashLinux

Javascript

