

Michael (Andy) Waters, MBA, MSBA

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PROFESSIONAL SUMMARY

Proven IT leader and MBA graduate with 18+ years of progressive experience in **Software Engineering** including **developing high-quality software**, building **high-performing teams**, leading global **cross-functional IT teams**, and driving **software development** initiatives across multiple industries. Skilled in **analytics (R, Python)**, technical leadership, collaboration, negotiation-skills, **Azure cloud-native** solutions, **low-code** development (**Outsystems, BioFortis/LabMatrix**), and custom **software development (C#, Java, Python, SQL, Angular)**, with a strong track record of delivering high-quality solutions and using analytics to facilitate **data-driven decision making**.

EDUCATION

MOORE SCHOOL OF BUSINESS, University of South Carolina

Master of Science in Business Analytics (MSBA) GPA 3.6 / 4.0.

Courses include Data Science for Business Decision Making

Columbia, SC USA

Aug 2023 – May 2024

University of South Carolina - Aiken

Master of Business Administration (MBA). GPA 3.9 / 4.0

Aiken, SC USA

Oct 2021 – May 2023

FUQUA SCHOOL OF BUSINESS EXECUTIVE EDUCATION, Duke University

Certificate in Management & Leadership

Durham, NC USA

Jan 2019 – Oct 2019

Limestone University

Bachelor of Science in Computer Science

Gaffney, SC USA

Feb 2001 – May 2006

WORK EXPERIENCE

Q2 LAB SOLUTIONS - *a leading drug discovery and development laboratory services organization.*

Durham, NC USA (Remote)

Director of Software Engineering (Head of Software Development and Delivery)

April 2020 – Present

Reports directly to the Head of IT for Q2. Led the development and delivery organization of 120+ global, cross-functional employees focused on delivering the cloud-native “Lab of the Future” SaaS product, utilized to offer central lab services.

- Successfully led the conversion of the Waterfall SDLC methodology to an Agile SDLC, enabling bi-weekly software releases.
- Implemented standards and best practices through the establishment of architectural governance, reducing defect count by 75% and improving overall software quality.
- Led the expansion of feature workstreams from 1 to 7, enhancing development efficiency and product capabilities.
- Generated a 10% reduction in labor budget through effective resource management and organizational efficiencies.
- Enabled 40% increase in revenue through customer adoption, by delivering high-quality feature enhancements.

FIDELITY INVESTMENTS – *retail investment-services firm*

Durham, NC USA

Director of Cybersecurity Engineering

June 2015 – April 2020

Led development teams implementing Cybersecurity tools to facilitate access management across all of Fidelity Investments.

- Proposed and implemented a major initiative to expand custom developed Job Role application to accommodate stackable roles across the enterprise. This effort standardized and stabilized a single centralized Job Role platform, after many years.
- Led the consolidation of Operational Account ownership reviews, using industry standard IAM vendor tool.
- Designed and led team in implementation of an access review tool that manages the reviews for 55,000 associates.

CARDINAL SOLUTIONS – *professional services organization on-site at Fidelity Investments*

Durham, NC USA

Principal Software Engineer/Team Lead

Feb 2012 – June 2015

- Migrated WCF web services to Microsoft ASP.Net Web API to increase maintainability and productivity.
- Designed and implemented the technical solution to manage “High Risk” access reviews using ASP. Net Web API, Entity Framework, and AngularJS.
- Modified previous High-Risk review application to support a plugin architecture to allow future program additions.

DUKE UNIVERSITY – *division of clinical informatics*

Durham, NC USA

Analyst Programmer, Sr.

April 2011 – Feb 2012

- Implemented a new SCRUM based iteration process to improve software delivery times and increase the software’s value by more accurately prioritizing functionality.

- Designed and implemented a public facing ASP.Net MVC web site used for participant enrollment into the research study.
- Designed and implemented a data warehouse to provide reporting access to research data for internal customers.

THE PANTRY, INC. – *retail gas station chain (parent company for Kangaroo Express)*

Cary, NC USA

Software Engineer

Aug 2010 – April 2011

- Designed, coded, and implemented a web-based application used to manage General Ledger account codes using ASP.Net 4.0, AJAX, jQuery, and ADO.Net Entity Framework.
- Created a standard web application template by creating the base HTML and images that would be used by every developer when creating new ASP.Net web applications.

DUKE UNIVERSITY – *OESO & Division of Clinical Informatics*

Durham, NC USA

Director of Cybersecurity Engineering

Sep 2006 – Aug 2010

- Designed, coded, and implemented a web-based participant enrollment system using C#, ASP.Net 3.5, jQuery, AJAX, and SQL Server with Visual Studio 2008.
- Designed, coded, and implemented a web-based content application using Visual Basic.Net, C#, AJAX, ASP.Net 2.0 with Visual Studio 2005.
- Designed and implemented metadata system based on HL7 Virtual Medical Record and ISO standard.
- Designed, coded, and implemented a web-based OSHA injury reporting and tracking system to ensure accuracy of injury data.

RED PRAIRIE – *logistics software solutions company*

Cary, NC USA

Software Support Developer

June 2006 – Sep 2006

Developed SQL statements from Oracle or SQL databases. Troubleshoot using C++, C# .Net, Java and Visual Basic.

CRM SOFTWARE – *financial planning customer management software (JUNXURE)*

Raleigh, NC USA

Software Support Specialist

April 2005 – June 2006

Integrated Access-based programs, Visual Basic and VBA, with financial planning CRM software.

IT – ANALYTICAL General Applications

Excel (macros, modeling, pivot tables, Solver), Access, Word, PowerPoint, Outlook, Project, Smart Sheets, SmartSolve

Data Analysis

R, regression, Python (scikit-learn), Power BI

Database-Programming

C#, C++, VBA, Visual Basic, Angular, JavaScript, Java, SQL, Ruby, Perl, Python