# TYLER CARTER

Full Stack Developer

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## SUMMARY

Software- and data-focused engineer with 10+ years of experience delivering automation, analytics tooling, and operational data systems in collaboration with engineering teams. Hands-on with Python, SQL, JavaScript, and C++ to build reporting pipelines, internal tools, and workflow automation. Proven ability to translate ambiguous operational problems into scalable technical solutions with measurable impact.

## TECHNICAL SKILLS

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| **Languages** | Python, SQL, JavaScript, C++ |
| **Frontend** | HTML, CSS, JavaScript |
| **Backend** | REST APIs, SQL Databases, Automation Scripts |
| **Data & Analytics** | ETL Pipelines, KPI Dashboards, Unstructured Text Analysis, Data Modeling |
| **Tooling & Practices** | Git, JIRA, Agile Delivery, Metrics Instrumentation |

## PROFESSIONAL EXPERIENCE

**Mobile Integration WorkGroup, Inc.** — Technical Project Manager (Developer-Focused Role) | Nov 2022 – Jan 2024

• Built Python + SQL reporting pipelines to automate KPI dashboards used in sprint planning and delivery tracking, reducing manual reporting effort by ~50%.

• Developed automation scripts to track contractual and maintenance cost data, cutting recurring manual work by ~75%.

• Analyzed DB Vault operational workflows and translated process gaps into technical improvements, improving delivery throughput and reliability.

• Authored technical documentation and runbooks to standardize workflows and reduce onboarding friction.

• Partnered with engineers to instrument metrics and integrate reporting into operational tooling.

**Cloudix Inc.** — Operations Program Manager (Data & Automation-Focused Role) | Jan 2020 – Dec 2022

• Designed and implemented scalable data collection pipelines for unstructured partner data, eliminating manual data intake.

• Built semi-automated text analysis workflows to surface recurring themes and trends, reducing analysis turnaround time by ~75%.

• Developed KPI frameworks and reporting views for partner insights to enable data-driven prioritization.

• Worked directly with developers to customize data views based on end-user personas.

• Acted as technical liaison between stakeholders and engineering for requirements definition and data workflow design.

**Amazon** — Program Manager II | Sep 2018 – Jan 2020

• Partnered with engineering teams to automate deployment tracking and reporting for large-scale rollouts.

• Defined technical requirements for operational reporting metrics used in weekly business reviews (WBR).

• Built data inputs for financial models to guide geographic expansion and capacity planning.

• Reduced third-party vendor response time through process automation and tooling improvements.

**Amazon** — Program Manager / Investigation Specialist | Mar 2014 – Jan 2020

• Built and maintained metrics and reporting pipelines for carrier performance and customer service outcomes.

• Supported development of internal tools and SOPs to streamline investigation workflows.

• Contributed to process redesign and tooling requirements for triage and escalation management.

## EDUCATION

Western Governors University — Bachelor of Science in Computer Science (2021 – 2026)