ANDREA CARTER

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EXPERIENCE

Software Developer | Homepoint   Mar 2022 - Apr 2023

Business Process Management and Automation   Appian-SAIL | Java | SQL | REST API | GraphQL | Kafka | Azure | JIRA

- Transitioned over 1800 total users from a legacy loan origination system to a suite of workflow applications developed on the Appian platform, enabling the business to streamline and optimize loan life cycle compliance management with intuitive interfaces, enhanced auditing, and on-demand reporting, resulting in a significant reduction of compliance costs attributed to pre-closing defects
- Contributed to the design, creation, and maintenance of SQL database architecture and entity relationships, and the business process models utilizing a Java process engine dictating the evaluation and flow of data
- Worked with Product Owners and business stakeholders in all stages of product life cycle from discovery to delivery, and led user story refinement and user acceptance demonstrations
- Collaborated with multiple internal technology teams to leverage, trigger workflows, and update data housed in the legacy loan system via GraphQL, REST calls, and Kafka change topic consumption through Azure Event Grid
- Fully owned the design, development, and architecture of a dynamic loan audit questionnaire component adopted by 4 teams, replacing inconsistent Word document versions and contributing to a 4.7% reduction in loan defects before closing
- Successfully refactored rendering of UI components shared by multiple applications, improving performance of dynamic items from 11s to 48ms

Product Owner | Homepoint   Dec 2020 - Mar 2022

Execution of Product Vision for Client Experience Applications   JIRA | Agile | Product Management

- Collaborated with multiple development teams to navigate dependencies and integration work to deliver centralized loan pipeline management portal for clients, with peak user volume of over 16,000 unique logins per month
- Launched the Inquiry Management Platform, a scalable enterprise case management application centralizing partner communication and enabling SLA tracking for 7 internal teams, resulting in a 10.57% increase in client satisfaction scores within 90 days following MVP release

Business Systems Analyst | AdvantageCS   Sept 2019 - Nov 2020

Strategic Technical Consulting, Managed Services   SQL | Project Management | Power BI

- Oversaw the concurrent execution of enterprise software upgrade projects for multiple clients with timelines ranging from 3 to 10 months, completing 100% of upgrades within approved budget and on target cutover date set by client
- Worked with solution design team on behalf of the client to outline requirements and use cases, and plan delivery of large custom software modifications

Business Applications Analyst | Taylor Morrison   Nov 2018 - Sept 2019

Financial Services Technology   JIRA | Agile | Project Management

- Developed custom enhancements such as business rules, input forms, and workflows utilizing VB.NET within the enterprise loan origination system to fulfill business goals, meet compliance requirements, and support data integrity and reporting needs
- Supported the Home Funding division through all phases of the software development life cycle

EDUCATION AND CERTIFICATIONS

Certified SAFe 5 Product Owner/Product Manager   Scaled Agile, 2021
Certified Full-Stack Web Developer: HTML, CSS, JavaScript, Node.js, React.js   University of Central Florida, 2018
Master of Business Administration: Finance Concentration   Wayne State University, 2012
Bachelor of Science: Sport Management   University of Florida, 2006

SKILLS

Technical: Appian-SAIL, Java, SQL, NoSQL, Kafka, Sapiens, REST API, GraphQL, Entity Relationship Modeling, Database Architecture, Python
Tools and Methodologies: JIRA, Confluence, Azure DevOps, Github, SCRUM, Agile, CI/CD