

# Andrew Cartwright, Software Engineer

📍 Salt Lake City, UT, US   ✉️ [drew.c.cartwright@gmail.com](mailto:drew.c.cartwright@gmail.com)   ☎️ 720-755-3389   🔗 <https://www.linkedin.com/in/andrew-cartwright-8b13b0134/>  
🌐 <https://andrewcartwright.github.io/>

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## SUMMARY

As a dynamic and innovative software developer, I am committed to elevating team success through meticulous work, acute attention to detail, and exceptional organizational skills. Proficient in object-oriented programming and well-versed in software design principles, I am deeply driven to pursue continuous learning and advancement in the rapidly evolving software development landscape. Fueled by a genuine passion for software development, I consistently strive for excellence, delivering impactful contributions to every project I undertake.

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## EXPERIENCE

### Software Engineer - Backend

Addepar

June 2023 - Present, Salt Lake City, UT

- Designed and implemented five REST APIs to enable efficient access to vital data, fulfilling a commitment to clients with a combined ARR of \$25M.
- Enhanced performance of Elasticsearch-backed audit trail, resulting in a five-fold increase in total results limit and a 40% decrease in response times.
- Collaborated seamlessly with non-engineering teams, synergizing efforts to deliver, evaluate, and iteratively enhance solutions to address multifaceted business challenges.
- Conducted thorough server-side code testing and debugging, identifying and resolving issues to maintain system integrity, significantly reducing server-side errors.
- Rapidly adapted to intricate domains and workflows, demonstrating an innate capacity to absorb, comprehend, and contribute effectively to complex projects.

### Technical Support Analyst

Addepar

July 2022 - June 2023, Salt Lake City, UT

- Identified, raised, and assisted with critical incidents, providing timely and effective solutions to minimize the impact on the end-users and improve overall system stability for the company.
- Diagnosed and resolved 80% of client issues related to APIs and integrations independently, while effectively escalating complex cases to the appropriate engineering team for swift resolution.
- Developed and customized Python scripts to extract data unavailable in the front-end application, ensuring the achievement of clients' specific requirements.
- Created internal documentation outlining support processes and reviewed product release notes intended for clients, ensuring accuracy and clarity.

### Client Support Analyst

Addepar

September 2021 - July 2022, Salt Lake City, UT

- Cultivated cross-functional collaboration, forging robust relationships across departments including engineering, data operations, and product teams.
- Drove continuous improvement efforts by analyzing client issues to identify trends and proposing proactive solutions to enhance software performance.
- Attained a stellar 95% customer satisfaction rating by adeptly resolving over 50 technical and product-related issues weekly, consistently exceeding response resolution benchmarks.

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## EDUCATION

### B.S. in Applied Mathematics

Minor in Finance, Computer Science • Southern Utah University • Cedar City, UT • 2020 • 3.95

- *Summa cum laude*
- Dean's list

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## SKILLS

Java, TypeScript, C++, Python

MySQL, Kubernetes, Docker, Postman, GitHub Actions, Jira, Jenkins