Alden B. Smith

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Professional Summary

Engineering-oriented technical professional with enterprise experience delivering and supporting software solutions across complex production environments. Combines strong software development fundamentals with a product-aware mindset, enabling effective translation of business needs into scalable technical solutions that improve system reliability, performance, and user experience.

Experienced operating across the software lifecycle, including requirements definition, delivery workflows, root cause analysis, and platform operations. Currently pursuing advanced computer science studies to deepen engineering, systems, and architectural expertise.

Core Strengths

Systems Thinking • Platform Reliability • Workflow & Delivery Optimization • Product-Engineering Bridge

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Technical Skills

Software Development

JavaScript • Java • Python • SQL • REST APIs • Object-Oriented Programming • Git • HTML5 • CSS • C++

Systems & Reliability

Observability • Incident Response • Root Cause Analysis • Log Analysis • Production Support • Disaster Recovery

Data & Analysis

SQL Queries • Data Analysis • Reporting Workflows • Performance Monitoring

Product & Delivery

Agile / Scrum • JIRA • Requirements Definition • User Stories • Acceptance Criteria • UAT • SDLC

Enterprise Tools

Microsoft Dynamics 365 (ECRM) • ServiceNow • Splunk • AppDynamics • Moogsoft • Control-M • Mainframe / ESP • Omnichannel & Unified Routing

Professional Experience

BNY Mellon   Client Services Hub (ECRM Platform)

Product Analyst / Enterprise CRM Platform Analyst | *2025*

- Managed delivery workflows across biweekly sprint cycles, supporting a backlog of 50+ epics and hundreds of user stories.
- Restructured enterprise CRM Service JIRA backlog, aligning epics and refining stories during transition to the Platforms Operating Model.
- Identified workflow dependencies and blockers early in development cycles, improving delivery sequencing.
- Analyzed complex relational CRM data sets to support platform initiatives and operational optimization.
- Led data-driven investigation for the Blue Arrow initiative, mapping system ownership and usage patterns.
- Defined functional and data requirements enabling targeted data pulls and reporting.
- Designed JIRA dashboards and reporting workflows to improve visibility and prioritization.
- Improved story quality through refined acceptance criteria and scenario-based requirements.
- Performed root cause analysis on production issues and validated solutions.
- Led UAT testing cycles and coordinated stakeholder validation and deployment sign-off.

BNY Mellon   IMT Production Services (Contract)

Event Management / Production Services Analyst | *2024 – 2025*

- Supported enterprise production environments by monitoring application health and responding to incidents across 100+ applications using Splunk, AppDynamics, and Moogsoft.
- Monitored and supported hundreds of batch jobs across 100+ applications, ensuring timely execution and rapid incident detection.
- Contributed to operational reliability improvements by refining monitoring workflows and alerting processes.
- Participated in disaster recovery planning and execution, including scheduled failover testing and validation.
- Supported migration of enterprise job scheduling from ESP/mainframe to Control-M, across QA and production environments.
- Developed reporting processes and Power Automate workflows to streamline incident notifications and track job execution and operational performance.
- Investigated incidents through log analysis and collaborated with various engineering and development teams on remediation, restoring optimal functioning.
- Maintained incident documentation and supported change management processes.

BNY Mellon   Investment Management Technology Risk

Full-Stack Developer (Project Role) | *2024*

- Wrote SQL stored procedures and queries to support data analysis and application mapping initiatives.
- Completed training in REST APIs and Python while contributing to internal development efforts.
- Assisted with data extraction and restructuring efforts supporting internal risk tracking workflows.

Projects

Social Media Web Application   Backend Developer

Year Up Application Development Capstone

- Implemented backend logic for a social media web application, integrating REST APIs to retrieve and store user data and posts.
- Built dynamic functionality using JavaScript to render application content and manage application behavior and data flow.
- Owned backend behavior and data handling while collaborating with a front-end designer responsible for UI styling.
- Worked with existing API and database infrastructure, focusing on request handling, application logic, and feature implementation.

Certifications

Professional Scrum Master I (PSM I) - Scrum.org | *2024*

Year Up - Application Development Certificate | *2024*

Intensive training in software and web application development, object-oriented programming, and professional technical practices.

Python Programming Certificates | *2023*

Completed advanced coursework in Python, scripting, and data handling.

Education

Western Governors University

B.S. Computer Science (Accelerated B.S. - M.S. Path), In Progress | *Program Start: 2026*

Community College of Allegheny County

Associate of Science

Relevant coursework: Software Engineering, Data Structures, Object-Oriented Programming, Statistics, Discrete Mathematics