

Alden B. Smith

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Professional Summary

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

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

Core Strengths

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

Technical Skills

Software Development

JavaScript • Java • REST APIs • OOP • Git • CI/CD (AWS Amplify) • HTML • CSS • Python • SQL • C++

Systems & Reliability

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

Data, Product, & Delivery

Data Analysis • SQL Queries • Reporting • Agile / Scrum • JIRA • Requirements Definition • UAT • SDLC

Enterprise Tools

AWS Amplify • GitHub • Environment Management (Dev / QA / Prod) • DNS • Dynamics 365 (ECRM) • ServiceNow • Splunk • AppDynamics • Moogsoft • Control-M

Professional Experience

BNYMellon Client Services Hub (ECRM Platform)

Product Analyst / Enterprise CRM Platform Analyst | 2025

- Managed delivery workflows across biweekly sprints, supporting 50+ epics and hundreds of user stories.
- Restructured eCRM backlog during transition to new operating model, improving prioritization and clarity.
- Identified workflow dependencies and blockers to streamline and improve feature delivery sequencing.
- Analyzed relational CRM datasets to support platform initiatives, operational optimization, and reporting.
- Led data investigation for the Blue Arrow initiative, mapping ownership and usage patterns.
- Led UAT testing cycles and coordinated stakeholder validation and release sign-off.

BNYMellon IMT Production Services (Contract)

Event Management / Production Services Analyst | 2024-2025

- Supported production environments across 100+ applications using Splunk, AppDynamics, and Moogsoft.
- Monitored high-volume batch job processing, ensuring timely execution and rapid incident detection.
- Improved reliability by refining monitoring workflows and alerting processes.
- Supported migration of enterprise job scheduling from ESP/mainframe to Control-M, across QA and Prod.
- Participated in disaster recovery testing and operational readiness efforts.
- Developed reporting processes and Power Automate workflows to streamline incident notifications and track job execution and operational performance.
- Investigated incidents via log analysis and collaborated with engineering teams on remediation.

BNYMellon 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

Personal Portfolio Website

Developer & Owner

[AldenBryce.dev](https://aldenbryce.dev)

- Designed and deployed personal website to showcase projects and technical experience.
- Built responsive UI using HTML/CSS and implemented Git branch workflow for Dev, QA, & Prod environments.
- Configured CI/CD with AWS Amplify and managed domain/DNS, including wildcard routing from aldenbryce.dev to aldenbryce.com.

Social Media Web Application

Backend Developer

Year Up Application Development Capstone

- Implemented backend logic, integrating REST APIs for user data and posts.
- Built dynamic functionality in JavaScript to manage application behavior and data flow.
- Collaborated with front-end developer while owning backend implementation.

Certifications

Professional Scrum Master I (PSM I) | 2024

Year Up Application Development Certificate | 2024

Python Programming Certificates | 2023

Education

Western Governors University

B.S. Computer Science (B.S. - M.S.) | *In Progress*

Community College of Allegheny County

Associate of Science