Andrew Anderson

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UI Developer

Experienced Information Systems professional adept at conducting cross-functional project management to identify and resolve product issues and enhancements. Skilled in managing complex post-implementation website updates for top-tier clients, such as Citi and Carnival Cruises. Proficient in source code updates, crafting daily reports using XML and JSON, and providing superior client-facing interactions. Recognized for exceptional performance in leading front-end and back-end product launches and leveraging SEO expertise to drive improved search rankings and revenue growth. Proven ability to conduct root cause analysis, coordinate with DevOps teams, and simplify technical concepts for clients and stakeholders.

Highlights:
- Provided top-level customer service and technical troubleshooting to support the company's SASS product line development and improvement.
- Coordinated and performed extensive site updates to support websites for clients, including Carnival Cruises, L3Harris, and Great Clips.
- Coordinated complex ATS migration for L3Harris and led troubleshooting of job export failure that resulted in post-ATS implementation, ensuring seamless job posting configuration and advertisement.

Core Competencies

Project Management	Technical Testing & Troubleshooting	Coaching & Consulting
Software Development	Pre-Production Publishing	QA Testing
Agile & Scrum Methodologies	Web Performance Optimization	Requirements Analysis

PROFESSIONAL EXPERIENCE

▞ PRODUCT SUPPORT SPECIALIST – RADANCY │ 2019 - Present
- Conducted cross-functional project management between multiple teams, including Account Services, Front-End and Back-End development, to identify, report, and resolve product issues and enhancements.
- Managed 20+ complex post-implementation website for client updates each month, ensuring support for marketing campaigns to companies, including Citi, Banfield, Allied Universal, and Carnival Cruises.
- Performed source code updates within SASS platform, crafted daily reports using XML and JSON, and tracked reported issues and requests while maintaining overall career site health.
- Recognized by leadership, including Account Service Manager and Regional VP, for consistently leading client-facing interactions and performing beyond expectations in managing front-end and back-end product launches.
- Leveraged foundational knowledge in SEO to guide and influence SEO-based site improvements, leading to higher search rankings and improved revenue growth.
- Conducted root cause analysis to ensure resolution of challenges impacting website and performance.
- Coordinated with DevOps teams to provide clients with ways to effectively manage SSL certificates without impacting website or service availability.
- Educated clients and Account Services teams on product solutions, simplifying complex technical topics into clear and actionable insights.

▞ REPORTING ANALYST – BEHAVIORAL HEALTH LINK │ 2019
- Built comprehensive training manual for cross-functional team of 5-10 on how to properly run daily report for EDI file transfer; developed procedural documentation and manuals to support related data and reporting function.
- Developed monthly report of call center-based first responder dispatch requests from 50+ dispatchers.
- Enabled streamlined data reporting on facility admission for state-funded services, leveraging Excel, pivot tables, and database tables.
- Delivered weekly reports to State of Georgia representatives, offering crucial insights into healthcare facility patient bed counts and placement.
- Leveraged SQL and Pivot Tables to develop numerous Ad Hoc reports to guide and influence stakeholders.

- Collaborated with management, Mobile Dispatch, and Development teams to improve and streamline reporting to enable data-driven decision-making for daily operations.

▰ BUSINESS DATA ANALYST, CONTRACT – SPRINT CORPORATION │ 2019

- Generated detailed reports utilizing cellphone tower data to inform network optimization strategies.
- Analyzed and reviewed network issue ticket data to identify trends and areas for improvement.
- Extracted valuable insights from mobile network tower databases to produce actionable reports for management.
- Contributed to departmental analytics objectives by assisting in tracking and optimizing network performance and efficiency, leading to more efficient technician assignment and dispatch.

▰ OPERATIONS SUPPORT ANALYST – MLQ ATTORNEY SERVICES │ 2014 - 2018

- Conducted in-depth interviews with over five stakeholders to gather essential details and insights into reported problems, allowing for thorough understanding of root causes and identification of effective problem-solving strategies.
- Performed extensive root-cause analysis of contractor route data analyzing results to develop reports that enabled teams through data-driven decisions.
- Designed and maintained custom database-driven document processing solution leveraging SQL, which allowed automated assignment of process serving documentation.
- Executed Quality Assurance and Auditing of records to ensure accuracy of resulting data, thereby enhancing reliability and integrity of information for informed decision-making and regulatory compliance.

▰ DATA PROCESSING COORDINATOR – MLQ ATTORNEY SERVICES │ 2014 - 2018

- Processed field documentation and assigned work to 20+ contractors with responsibility for establishing streamlined routes.
- Provisioned desktop support to teams and led technical troubleshooting and analysis of upwards of 10+ reported monthly issues.
- Led and managed overall flow of data processing within the Data Entry team, enabling accurate process service for assigned contractors.
- Collaborated closely with CFO, Director of Client Services, Operations Manager, and Non-Metro Collections Lead, serving as point of contact for all data processing-related inquiries and validating imported data.

▰ NETWORK ANALYST – MUNICIPAL GAS AUTHORITY │ 2007 - 2009

- Trained and supported 77+ in-house and remote end users with computing hardware and software applications.
- Crafted comprehensive user guides to provide detailed insights on proper use and best practices for handheld and printing technologies.
- Audited project performance and provided reports that highlighted backup progress and status for critical company data and systems.
- Managed and optimized Blackberry technology by configuring and maintaining Blackberry Enterprise Server, ensuring seamless integration and functionality for organizational communication and productivity.

▰ TECHNICAL SUPPORT ANALYST – AARON RENTS INC. │ 2006 - 2007

- Delivered comprehensive technical support to sales staff nationwide across 2,100 stores, ensuring uninterrupted operations and customer service.
- Managed average of 60 calls per day, offering prompt assistance and meticulously documenting case notes to facilitate issue resolution and provide reporting for streamlined resolution of similar future incidents.
- Troubleshot technical problems and executed hardware and software installations, contributing to improved system reliability and operational efficiency.

VOLUNTEER EXPERIENCE

▰ BUSINESS ANALYST (VOLUNTEER) – MIDTOWN ASSISTANCE CENTER

- Streamlined volunteer training processes by gathering, analyzing, and documenting requirements in collaboration with stakeholders to drive streamlined process development.

- Utilized Salesforce to create comprehensive user guides and training manuals for center volunteers, enhancing onboarding experience and ensuring effective utilization of programs and services.
- Leveraged Agile methodology to effectively manage project progression, document business rules, design process flows, and facilitate interview sessions with key stakeholder and Business Analyst.

EDUCATION

Bachelor of Science, Information Systems | Kennesaw State University

TECHNICAL SKILLS

MySQL	JSON	MS Excel
SQL Server	HTML & CSS	SASS
XML	Jira	Visual Studio Code