ADDISON HARRIS

Senior Software Development Manager | e-Commerce Integration | System Architecture

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📍 Columbus, Ohio

SUMMARY

With over 5 years of experience as a Senior Software Development Manager, I bring a proven track record of delivering high-performance e-commerce integrations, architecting scalable systems, and leading cross-functional teams to exceed business objectives. My greatest achievement includes the construction of a robust B2C platform that propelled user engagement and efficiency.

EXPERIENCE

Lead Software Engineer

Tech Innovate Solutions

📅 06/2018 - Present　　📍 Columbus, OH

- Architected and led the development of a high-traffic B2C e-commerce platform, serving over 1M users monthly, with a 30% increase in performance efficiency.
- Spearheaded the complete integration of a new ERP system, resulting in a 20% reduction in operations costs and a 15% uptick in order fulfillment speed.
- Developed and implemented a strategic project roadmap, enhancing customer satisfaction scores by 25% through feature improvements and system optimizations.
- Drove cross-functional collaborations, contributing to a 10% annual revenue growth by aligning technology initiatives with business strategies.
- Established and monitored KPIs to track system performance, achieving an uptime of 99.99% and significantly improving quality support metrics.
- Coached a growing team of fifteen developers, improving team productivity and technical skills through personalized mentorship and training.

Software Development Team Lead

Global Enterprise Products

📅 01/2015 - 05/2018　　📍 Columbus, OH

- Managed the delivery of a multi-year project, successfully rolling out a scalable e-commerce solution across three continents.
- Optimized website integration with existing WMS, increasing data throughput by 40% and reducing system downtime.
- Orchestrated agile development cycles, delivering project milestones 15% faster than industry standards without compromising on quality.
- Cultivated a customer-first development culture, directly contributing to a 35% improvement in user engagement metrics.
- Facilitated the transition to a cloud-based infrastructure, reducing operational costs by 25% while ensuring scalability and security.

Senior Web Developer

Creative Solutions Inc.

📅 09/2010 - 12/2014　　📍 Columbus, OH

- Led a pivotal role in developing a complex B2B e-commerce application that acquired 500+ new enterprise customers within the first year.
- Implemented robust data analytics features, delivering insights that increased customer retention by 20%.
- Drove the adoption of modern frameworks, leading to a 50% increase in development speed and improved code maintainability.
- Played a key role in cross-departmental teams, enhancing the end-to-end user experience and raising customer satisfaction rate by 18%.

EDUCATION

Master of Science in Computer Science

Ohio State University

📅 01/2008 - 01/2010　　📍 Columbus, OH

PROJECTS

Custom ERP Connector for e-Commerce

Developed an open-source connector to seamlessly integrate ERP systems with e-commerce platforms. View the project at github.com/ERPConnectorProject.

Performance Analytics Dashboard

Initiated a project to create a dashboard for real-time performance analytics for web applications. More details at github.com/PerformanceAnalyticsDashboard.

KEY ACHIEVEMENTS

🏆 **Successful ERP System Launch**
Key player in the launch of a new ERP system for Global Enterprise Products, significantly reducing processing time and costs.

🪄 **High-Traffic Platform Architect**
The architect behind a high-traffic B2C e-commerce platform at Tech Innovate Solutions that led to a substantial growth in user base.

⚡ **Lead Cloud Transition Initiatives**
Directed the seamless transition to a cloud-based infrastructure, which cut operational costs and bolstered scalability for Creative Solutions Inc.

💡 **Mentorship Program Development**
Established a mentorship program within the technical teams that improved overall productivity and skills development at Tech Innovate Solutions.

SKILLS

Salesforce Commerce Cloud

eCommerce B2C　　Project Management

System Architecture　　ERP Integration

Agile Methodologies

COURSES

Advanced Salesforce Commerce Cloud Strategies

A comprehensive certification focused on developing advanced skills in Salesforce Commerce Cloud, provided by Salesforce.

ERP System Integration and Management

Expert-level course on ERP integration techniques and management, provided by SAP Education.

EDUCATION

Bachelor of Science in Software Engineering

Miami University

📅 01/2004 - 01/2008　　📍 Oxford, OH

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