EDWARD CARTWRIGHT

User Experience (UX) Engineer

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As a results-oriented technical leader, I utilize the concepts learned from my engineering and high-impact operations background to develop innovative and next-generation experiences. I deploy human-centered research strategies to understand the landscape of user needs across products and places. My unique combination of skills allows me to improve efficiency and proactively contribute to an increase in the organization's bottom line.

SKILLS & EXPERTISE

- ⊘ HTML
- ⊘ CSS + Tailwind
- ⊘ JavaScript / TypeScript
- ⊘ React / NextJS / VueJS
- ⊘ Figma
- ⊘ Python
- ⊘ User Research Methods
- ⊘ Problem Solving Methods
- ⊘ SQL
- ⊘ Rust
- ⊘ Lean Six Sigma
- ⊘ Data Analysis
- ⊘ Change Management
- ⊘ Project Management
- ⊘ Human Factors Engineering
- ⊘ Process Improvement
- ⊘ Smart Contract Development
- ⊘ Crypto Markets / Blockchain Space
- ⊘ Technical Communication
- ⊘ Spanish Language Proficiency
- ⊘ WordPress / WooCommerce
- ⊘ Elementor

EDUCATION

Bachelor of Science | **Industrial Engineering**
University of Pittsburgh, Swanson School of Engineering

Certificate | **UX Research and Design**
University of Michigan, School of Information

ENTREPRENEURSHIP

CROSSFIRE.NETWORK, LLC *(Sep 2018 - Current)*
Co-Founder */ User Experience & Technical Engineering*

- Developed an eCommerce platform that modernized international small/medium business sales channels
- Manage and implement all technical aspects, establish new growth initiatives, and set the strategic direction
- Process $10K+ of critical transactions per month on the network
- Collaborate directly with banks in Latin America to integrate their payment gateway systems
- Apply user research methods with clients to optimize their customer experiences
- Conduct incident solving through troubleshooting, reading code, debugging, analyzing complex business configurations, and finding creative workarounds

PROFESSIONAL EXPERIENCE

SAP ARIBA / CLOUD COMMERCE *(Mar 2016 - Sep 2018)*
Mission Critical Support Engineer */ Ariba Network, Technical*

- Performed root cause analysis and provided solutions in complex and fast-paced environments, successfully de-escalating highly critical and technical customer situations
- Developed process improvement concepts for business practices and provided feedback to leadership/development teams to enhance existing services and functions
- Utilized troubleshooting skills along with knowledge of network architecture/security, TLS protocols, HTML, XML, cXML, EDI, and web/API services while debugging SAP Ariba's procurement cloud application issues

WESTINGHOUSE / NUCLEAR AUTOMATION *(Dec 2012 - Jan 2016)*
Senior Materials Planner */ Global Instrumentation & Control Production / Production Strategy & Manufacturing Engineering*

- Led various large scale data analysis, mining, and automation projects on material data
- Developed new processes to increase efficiency
- Wrote technical procedures for the organization
- Coded automated reports and macro programs to monitor data and facilitate efficient processes
- Adapted and contributed to continuous improvement and change management