

# EDWARD CARTWRIGHT

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As a results-oriented technical leader, I utilize the concepts learned from my engineering background and experience in high-impact operations to produce efficient code and build improved user experiences across products and places. I deploy a combination of innovative problem-solving and troubleshooting skills with an understanding of complex systems to improve efficiency and proactively contribute to an increase in the organization's bottom line.

## SKILLS & EXPERTISE

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

## EDUCATION

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

Certificate | **User Experience (UX) Research and Design**  
University of Michigan, School of Information

## ENTREPRENEURSHIP

### CROSSFIRE.NETWORK, LLC

**Co-Founder** / *Engineering & Technical Direction*

- Developed an eCommerce platform that modernized international clients' 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
- Offer improved solutions to allow merchant clients to accept payments with cryptocurrencies
- 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 customer situations in the most effective manner
- Developed process improvement concepts for business practices and provided feedback to leadership/development teams to enhance existing services and functions
- Managed challenging customer relationships and multiple tasks with varying priorities
- Collaborated with cross-functional and global teams, utilizing interpersonal skills
- Adapted and contributed to continuous improvement and change management
- Mentored new team members on their personal and professional growth

### 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