

ANDREW SMALL

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Summary

Experienced Database Engineer and Product Manager with proven leadership and people management skills; HTML, CSS, and VBA development experience; and strong product vision. Experience working remotely and leading a distributed product team. Looking for position with long-term growth potential, new challenges, and a strong corporate culture. Core competencies include:

- Effective communicator
- Technical writing
- Database design and development
- Transact-SQL
- Microsoft SSMS, SSRS, and SSIS
- API design/integration
- Data analysis
- Problem solving
- Product management
- Product vision
- Agile methodology
- Business analysis
- Business proposal writing
- People management
- RFP writing
- Data management / ETL
- Decision making
- APIs

Key Accomplishments

- Worked in client-facing roles supporting companies ranging from small businesses to multi-national corporations.
- Designed and built database solutions for Intelisent data-processing clients. Built automation suites to support client business rules.
- Built a [Twitter bot](#) using Python, Google Cloud Functions, and the MLB Stats API.
- Designed and led development for an API-based solution to integrate TicketNetwork's signature Point-of-Sale application with other competitive marketplaces, including StubHub, TicketMaster, and eBay. Worked directly with clients to facilitate adoption of new features.
- Co-designed a robust new engine for compiling, personalizing, queuing, sending, and archiving transactional (triggered) email messages. New system reduced error rate by 98%, reduced email development time by 90%, improved customer engagement with emails by 138%, reduced customer service calls by 28%.
- Created technical documentation for TicketNetwork's pricing, filtering, and billing logic, which enabled us to rebuild and improve upon those functionalities, saving development time and increasing throughput by more than 300%.
- Recognized via TicketNetwork's "TN TOP 10" program as a top performer in the organization.

Professional Experience

2022—2023

Intelisent (Fully Remote)

Database Engineer

- Designed and built data solutions to house, rapidly process, and transform customer data.
- Built automation suites in VisualCron and RedPoint to facilitate processing of client business rules and generate production-ready data files for use in multiple email and direct mailing campaigns.

2021—2022

JobTarget (Fully Remote)

Senior Product Manager

- Managed the company's two flagship products, Programmatic (a tool for automating distribution and CPC bidding for job board postings) and Marketplace (an eCommerce-style method for buying paid job board postings).
- Helped instantiate agile process / scrum artifacts and meetings.
- Led the transition to implement integration with Indeed's new API-based job postings solution.

- Documented all application functionality and wrote complete technical specs for the new Programmatic API to power v2 of the application decoupled from the existing platform.

2020—2021

10up (Fully Remote)

Business Development Contractor

- Wrote and delivered client proposals to respond to Requests for Proposal (RFP).
- Led product strategy sessions with senior sales team to develop State and Local Government product offering.
- Created comprehensive user documentation to aid clients' CMS transitions. Developed client documentation style guide to aid in future documentation creation.
- Developed automation using vendor APIs and custom scripts in VBA and Google Apps Script to optimize time tracking, client billing, and project tracking.

2009—2020

TicketNetwork, South Windsor, CT

Senior Technical Product Manager

- Collaborated with customers and stakeholders to translate complex business requirements into actionable API and user interface specifications.
- Led a team of on-site and distributed web, application, and database developers for enterprise point of sale software and e-commerce SaaS web platforms.
- Collaborated with legal department to craft data company data retention and privacy policies to comply with EU GDPR guidelines and California CCPA guidelines. Worked with business stakeholders to facilitate approval of these new policies and led engineering and database team efforts to implement automated and on-demand record retention and deletion protocols.
- Facilitated ad hoc reporting and business analysis utilizing Tableau, Microsoft SQL Server Management Studio, and Microsoft Excel.
- Performed user acceptance testing.
- Trained, managed, and mentored Associate Product Managers.

Education

Bachelor's Degree—Political Science, University of Maryland Global Campus, Adelphi, MD

Associate Degree—General Studies, Manchester Community College, Manchester, CT

Additional Links

Personal Website / Portfolio: <https://asmallworldafterall.com>

Web Calendar Link: <https://calendly.com/andrewzsmall/meeting-with-andrew>