

ANDREA CARTER

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EXPERIENCE

Software Developer | Homepoint

Mar 2022 - Apr 2023

Business Process Management and Automation

Appian-SAIL | Java | SQL | REST API | GraphQL | Kafka | Azure | JIRA

- Transitioned over 1800 total users from a legacy loan origination system to a suite of workflow applications developed on the Appian platform, resulting in a reduction of compliance fees by over \$3m and turn times by an average of 13 days in 2022
- Contributed to the design, creation, and maintenance of SQL database architecture and entity relationships, Appian records, and Appian process models dictating the evaluation and flow of data
- Worked with Product Owners and business stakeholders in all stages of product life cycle from discovery to delivery, and led user story refinement and user acceptance demonstrations
- Collaborated with multiple internal technology teams to trigger workflows and leverage and update data housed in the legacy loan system via GraphQL, REST calls, and Kafka change topic consumption through Azure Event Grid
- Fully owned the design, development, and architecture of a dynamic loan audit questionnaire component adopted by 4 teams, replacing inconsistent Word document versions and contributing to a 4.7% reduction in loan defects before closing

Product Owner | Homepoint

Dec 2020 - Mar 2022

Execution of Product Vision for Client Experience Applications

Appian | JIRA | Agile | Product Management

- Oversaw delivery of the following applications developed on the Appian platform, from initial discovery stages through MVP release and into maturity:
 - The Point-Correspondent, a centralized loan pipeline management portal for clients, with peak user volume of over 16,000 unique logins per month
 - Inquiry Management, a scalable enterprise case management application centralizing partner communication and enabling SLA tracking for 7 internal teams, resulting in a 10.57% increase in client satisfaction scores within 90 days following MVP release
- Led daily stand-ups, user story refinement, sprint planning, and retrospectives with the Appian development team
- Collaborated with microservices, data services, and enterprise architecture teams to navigate integration work and ensure development the Appian team was dependent on was prioritized

Business Systems Analyst | AdvantageCS

Sept 2019 - Nov 2020

Strategic Technical Consulting, Managed Services

SQL | Project Management | Power BI

- Oversaw the concurrent execution of enterprise software upgrade projects for multiple clients with timelines ranging from 3 to 10 months, completing 100% of upgrades within approved budget and on target cutover date set by client
- Worked with solution design team on behalf of the client to outline requirements and use cases, and plan delivery of large custom software modifications

Business Applications Analyst | Taylor Morrison

Nov 2018 - Sept 2019

Financial Services Technology

JIRA | Agile | Project Management

- Developed custom enhancements such as business rules, input forms, and workflows utilizing VB.NET within the enterprise loan origination system to fulfill business goals, meet compliance requirements, and support data integrity and reporting needs
- Supported the Home Funding division through all phases of the software development life cycle

EDUCATION AND CERTIFICATIONS

Certified SAFe 5 Product Owner/Product Manager

Scaled Agile, 2021

Certified Full-Stack Web Developer: HTML, CSS, JavaScript, Node.js, React.js

University of Central Florida, 2018

Master of Business Administration: Finance Concentration

Wayne State University, 2012

Bachelor of Science: Sport Management

University of Florida, 2006

SKILLS

Technical: Appian-SAIL, React, JavaScript, MongoDB, SQL, NoSQL, Kafka, Sapiens, REST API, GraphQL, Entity Relationship Modeling, Database Architecture

Tools and Methodologies: JIRA, Confluence, Azure DevOps, Github, SCRUM, Agile, CI/CD