Contact

Phone
206.251.8247

Email
croftag@gmail.com

Location
Lynnwood, WA, USA

Expertise

- Full-stack development, support, and architecture

- API/Microservices architecture

- Technical development and writing

- Cybersecurity, incident response, and SOC2 compliance

- APM/Observability

- AI/ML/NLP development and conversational design

- Serverless, event driven and cloud architecture

- DevOps and automation

- Data management and analytics

Certs & Training

- Mendix Rapid Developer
- Mulesoft Architect and Developer
- AWS Lex (AI bot)
- Zendesk Developer
- Machine Learning Operations (HarvardX)
- AI with Python (HarvardX)
- Certified Mental Coach

Andrew Croft

Strategic Solutions Manager and Innovative Technology Leader with Expertise in Observability, AI and Digital Transformation

Savant in architecting and leading the development of monitoring and observability solutions that enhance customer interactions and operational efficiency. Proficient in designing scalable solutions, developing UI, API, and AI/ML projects, and creating robust monitoring and product success metrics. Skilled in cloud computing, DevOps, and microservices, with strong leadership and communication abilities. Proven track record in driving technological initiatives and delivering impactful results. Ready to bring innovative, secure, and efficient solutions to your organization.

Experience

July 2021 – Present
Application Support Manager | Archway Software | Redmond, WA

- Developed and Managed Support Portal
  - Designed, developed, and engineered a robust support portal for online banking products, improving user experience and operational efficiency for banks. This involved coding front-end and back-end components, integrating various banking systems, and ensuring secure and seamless access for customers.
- Created and Managed Monitoring and Observability Platform
  - Utilized tools like New Relic, Splunk and AWS Cloudwatch to create robust monitoring dashboards and alerts.
  - Utilized New Relic to create customer success metrics for our flagship product
- Built Holistic, Dynamic Platform Support Team
  - I have developed a platform support team that is the cog for any issues customers, developers, stakeholders, employees, etc. experience.
- AI/ML Banking Development
  - Designed and programmed a custom AI chatbot using AWS Lex, architecting conversational flows, and integrating Natural Language Modules (NLM) to optimize responsiveness. This bot facilitated simple bank transactions via phone or chat, increasing customer efficiency and offering flexible integration capabilities for WaFd Bank and potential future clients.
- Creation of Robust Support Documentation
  - Created support documentation for developers, end-users and support agents of our products. How-to's included comprehensive examples such as images and videos. Wrote code and process flows for development documentation that included API and front-end support.
- Integration of Chatbots with IVR Systems
  - Developed and managed a seamless integration pipeline between AI chatbots and TalkDesk IVR systems, enhancing customer service capabilities through automated responses and intelligent routing. This integration resulted in a 60% reduction in call volumes within the first three months.
- Product Driven Data
  - Analyzed extensive user and system data from our data lake to propose and create impactful solutions, aiding the product team in strategic roadmap development.
  - Developed customer success metrics for Archway's flagship product.

Aug 2018 – July 2021
Application Support Specialist | Tech Mahindra (FirstNet PMT, AT&T) | Bothell, WA

- Wrote operations plan for multiple Mission Critical FirstNet applications that interfaced with AT&T Network Teams and vendor applications.
- Conducted quarterly BIA/audit of APM and observability applications used to automate and enhance application performance.
  - Received Tech Mahindra Kudos award outstanding development and integration.
- Managed and automated quarterly OS patching cycle, which consisted of over 200+ servers.

Nov 2016 – June 2018
Environment Coordinator | Tech Mahindra (ABS, AT&T) | Bothell, WA

June 2009 – Nov 2016
Soccer Coach | All over the world