
ANDREW GAKEN

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Austin, Tx

Profile

Proven leader with experience across teams and technologies. Experienced in guiding teams to solve complex technological problems. Specializes in bridging technology and source matter experts with upper management.

Selected Skills

Management

Budgeting
Change Management
Client Relations
Corporate Strategy
People Management
Project Management
Revenue Growth
Roadmapping
Vendor Relations

Technical

Agile
C#
Cloud Architecture
Database Management
Javascript
Kanban
Mobile Development
.Net
Network Architecture
SEO Implementation
Sustainable AI
Visual Design

Experience

TicketCity | Austin, Tx | 2011 - Present

VP Product | 2020 - Present

Leading software engineering efforts for TicketCity marketplace and brokerage.

- Engineered a proprietary pricing and inventory analytics suite, resulting in double-digit margin expansion on high-value inventory
- Designed an automated marketing system to dynamically build pages and content. Reduced marketing effort for content updates by over 90%.
- Building and supporting affiliate partnerships. These programs have led to over 15% increase in sales.

Development Director | 2017 - 2020

Led a team of engineers; team lead and project management.

- Managed a team of software engineers, DBAs, designers, and operations professionals as well as teams of remote consultants.
- Designed and implemented a Kanban strategy to improve communication between the Dev. team and company stakeholders. Led to 20% increase in completed projects.

UI/UX Engineer | 2011 - 2017

Architecture, design, and implementation of TicketCity properties.

- Designed and architected a new checkout flow and user experience that processed thousands of transactions daily across multiple applications.
- Led an effort & launched the first responsive website in the secondary ticketing industry. Led to a double-digit increase in mobile conversion rate.

iLink Systems | Bellevue, Wa | 2010**Creative Developer**

Developing client applications for integrated devices.

- Created an Android tablet application which ran on an integrated display built into the client's hardware.

Reynolds & Reynolds | College Station, Tx | 2007-2010**Web Designer/Web Developer**

Design and development of websites for car dealerships.

- Wrote an SEO content templating system which scaled over thousands of sites.

Education

Central Michigan University — Bachelor of Arts

Dual Major, English & History