ANDY WOLFF
Software Developer

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Software Developer with 6 years of professional experience and 14+ years of healthcare operations background, currently focused on AI agent workflow systems, enterprise email automation (Salesforce Marketing Cloud), and clinical domain expertise. Recent focus on multi-agent system design with 10,000–50,000-word knowledge bases demonstrating systematic workflow orchestration and role-based agent architecture.

LLM WORKFLOW SYSTEMS (SELF-DIRECTED)

Software Developer - AI Agent Systems | Self-Directed | October 2024 - Present

- Built 5 LLM workflow systems with 10,000–50,000 word structured knowledge bases demonstrating proto-agentic design patterns: role specialization, sequential workflows, and systematic task delegation
- Workflow orchestration patterns: Sequential phase-to-phase processes (4-phase systems with validation gates), systematic task delegation structures, and role-based prompting with domain-specific contexts
- Knowledge base architecture: Systematic organization of domain knowledge, including confidence-rated translations, context-aware decision trees, and structured information hierarchies
- Systems built: Resume translation engine (4-phase validation), business consulting framework (multi-role agent coordination), photography business workflow automation, job search optimization protocol, healthcare AI integration concepts

Self-directed projects built during active job search; not professional consulting or client work.

PROFESSIONAL EXPERIENCE

Software Developer | Phaedon (formerly ICF Next) | 04/2021–09/2024

Enterprise Application Developer (09/2023–09/2024):

- Initiated monthly knowledge-sharing sessions for a 55-person distributed development team, improving architectural understanding and cross-team alignment
- Drove adoption of engineering best practices: implemented standardized linting, automated code formatting in CI/CD pipeline, and integrated Storybook for component documentation
- Enhanced enterprise SaaS applications for major hotel chains (Hilton, Hyatt, Wyndham), migrating legacy AngularJS components to modern TypeScript architecture

SFMC Email Development Specialist (04/2021–06/2023):

- Developed enterprise-scale email campaigns using Salesforce Marketing Cloud (Content Builder, AMPscript, Email Studio) for multinational clients, including Wyndham Hotels & Resorts
- Built 52+ international emails with AMPscript conditional logic handling 6 languages, currency conversion, and timezone management
- Built campaigns for 500k–750k send volumes with no reported deliverability issues, coordinating QA with internal teams and client stakeholders

CMS Developer (Contract) | Wells Fargo | 08/2020–12/2020
- Developed and maintained customizable CMS templates for global marketing initiatives, ensuring strict adherence to corporate branding guidelines and flawless project execution

Email Developer | Martin Williams Advertising | 02/2019–02/2020
- Developed responsive HTML email campaigns for Fortune 500 clients (Syngenta, Kubota)
- Produced 800-1,000 digital assets for national campaigns, consistently meeting tight deadlines

CMS Managed Services Developer | Fjorge Digital | 07/2017–02/2019
- Built department from zero: recruited, trained, and mentored a team of 5 CMS developers while establishing all operational documentation and workflows
- Implemented Jira Service Management workflows that automated client communications and reduced manual client interactions and ticket management, saving several developer hours weekly and reducing cognitive load
- Managed 120+ concurrent WordPress, Drupal, and Magento projects across retail, healthcare, and B2B clients, led full project lifecycle from estimation through delivery

HEALTHCARE DOMAIN EXPERTISE

Emergency Department Technician | Allina Health | October 2007 - April 2015
- Managed 40-50 patients per shift in high-volume emergency department requiring rapid decision-making and stakeholder coordination (physicians, nurses, patients, families)
- Epic EHR power user providing informal technical training to new staff on clinical documentation, order management, and results review workflows
- HIPAA compliance, clinical documentation, regulatory adherence in high-stakes healthcare environment

Additional Healthcare Operations: EMT-B (King County, WA, 2006-2007), Laboratory Technician (Children's Minnesota, 2014-2016), Group Home Operations (United Cerebral Palsy / Stand Together, 2000-2006)

CORE STRENGTHS & COMPETENCIES

AI & Workflow Systems: LLM workflow architecture • Multi-agent system design • Knowledge base structuring • Systematic problem decomposition

Enterprise Platforms: Salesforce Marketing Cloud (SFMC) • Content Builder • AMPscript • Cloud-based collaboration tools

Technical Foundation: JavaScript/TypeScript • HTML/CSS • Git • Responsive design • Cross-platform testing

Healthcare Domain: Clinical workflows • HIPAA compliance • Epic EHR systems • Regulatory environments • Stakeholder management

Learning & Delivery: Rapid platform mastery • Self-directed skill acquisition • Cross-functional collaboration • High-volume project management

EDUCATION

PRIME DIGITAL ACADEMY | Full-Stack Software Engineer Certification, 2017
Portfolio Work (Self-Directed): Production Next.js/TypeScript portfolio deployed at andywolff.dev showcasing responsive email templates