

Andrew Charnovich

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SUMMARY

Product & DevOps | \$30M+ supply chain modernization | 200K+ orders/yr impact | Python/SQL/Databricks

EXPERIENCE

DICK'S SPORTING GOODS

Pittsburgh, PA

Technical Product Analyst II, Omni Fulfillment Supply Chain Technology

04/2025 – Present

- Prevented \$300K in revenue loss by translating SQL insights from 6 order-sourcing workflows into prioritized Jira stories with KPI-based acceptance criteria.
- Increased delivery throughput to 12+ releases/quarter by orchestrating a \$30M+ order-sourcing modernization program across 7 cross-functional teams.
- Reduced manual order intervention 40% by leveraging AI tools (Lovable, Copilot) to design automated UI workflows, saving the fulfillment team ~12 hours of operational overhead weekly.
- Engineered self-service generative AI agents that empowered non-technical stakeholders to query complex supply chain datasets via natural language, reducing order-tracing and cross-functional resolution time by 60%.
- Reduced incident volume 60% by analyzing 10,000+ orders to isolate recurring errors and shipping 6 corrective features.
- Saved ~30 hours per week across 200,000+ annual orders by building Power BI and Python dashboards that replaced legacy reporting and improved fulfillment time 20%.

CARNEGIE MELLON UNIVERSITY

Pittsburgh, PA

Associate DevOps Engineer

02/2023 – 03/2025

- Onboarded 100 teams and 300+ users in 6 months by leading an end-to-end GitHub Enterprise rollout that aligned stakeholder needs with technical requirements.
- Reduced ticket volume by 75% by automating software release workflows with Bash, Python, and PowerShell scripts.
- Avoided \$30K+ in support licensing costs by deploying 100+ RHEL 9 servers across 4 services and 8 applications in 6 months.
- Saved ~20 hours/month and improved customer turnaround time 40% by building a Python web app to automate website redirect implementation across university infrastructure.

Senior IT Support Consultant

11/2021 – 02/2023

- Built a web application using Python, Django, and SQLite to track the lifecycle of IT assets, saving \$10K+ annually on upgrades.

End Point Support Consultant

01/2020 – 11/2021

DOUGLAS EDUCATION CENTER

Monessen, PA

IT Coordinator

07/2018 – 01/2020

EDUCATION

CARNEGIE MELLON UNIVERSITY, TEPPER SCHOOL OF BUSINESS

Pittsburgh, PA

Master of Business Administration – MBA

GPA: 3.93

05/2026

- Track: Technology Strategy and Product Management
- **Asilla AI Inc. Capstone:** Researched 10+ industries to identify and prioritize expansion opportunities for Asilla AI in the U.S market.
- **PNC Bank Capstone:** Projected a ~2-week reduction in SMB account-opening cycle time by creating an MVP automation concept. Applied design thinking + AI to develop a working prototype.

THE PENNSYLVANIA STATE UNIVERSITY, COLLEGE OF IST

University Park, PA

Bachelor of Science in Information Sciences and Technology

GPA: 3.94

12/2022

- Track: **Systems Design and Software Development**
- Honors: Magna Cum Laude

SKILLS & CERTIFICATIONS

- **Product, Data, & Analytics:** Databricks, Python, SQL/Postgres, ELT/ETL, Power BI, Agile, GitHub Co-Pilot
- **Technical Skills:** AWS/Azure, Postman, Grafana, API's, Splunk, Linux/Unix, Python, Java, CI/CD, Jenkins
- **Certifications:** A+, Network+, Security+, LPI Linux Essentials, GitHub Actions, GitHub Administration