

Andrew Swan

📍 Spanish Fork, Utah

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Professional Summary

Data-driven Operations Lead with 7+ years of experience streamlining product lifecycles and modernizing enterprise workflows. Expert in building proprietary automation tools (reducing development time by 60%) and integrating AI solutions to drive operational efficiency. Proven track record of bridging the gap between Engineering, Design, and QA to deliver scalable solutions.

Experience

Senior Course Developer

Colibri

Remote

2021 - Current

- **Product Tool Development:** Designed and engineered "TAGFORCE," a proprietary internal automation tool using JavaScript and Python that standardized production workflows, reducing development time by 60% and saving \$200K+ annually.
- **Workflow Optimization:** Championed the integration of LLM-based copilots across Design, QA, and Data teams, resulting in a 30-60% efficiency gain in product delivery cycles.
- **Cross-Functional Leadership:** Acted as the central hub between content, engineering, and QA teams to achieve a 15% reduction in development time and 12% cost savings, directly supporting 2025 operational goals.
- **Quality Assurance & Compliance:** Led the accessibility transformation initiative, ensuring WCAG 2.1 AAA compliance across 45+ product lines (courses), mitigating risk and ensuring regulatory adherence.

Instructional Designer & LMS Administrator

Ameritech College

Remote

2020 - 2021

- **Platform Operations:** Managed the Learning Management System (LMS) as a core product for 2,000+ active users, overseeing user provisioning, system stability, and feature updates.

Accountant

The VOID

Lindon, Utah

2016 - 2019

- **ROI Analysis:** Conducted comprehensive ROI analysis on merchandise product lines, utilizing sales data to optimize inventory procurement and maximize retail revenue per guest.

Entrepreneurial Pursuits

Merit Games

- **Full-Cycle Product Management:** Led a board game product from ideation to market launch via Kickstarter, managing vendor relationships, manufacturing supply chains, and go-to-market strategy.
- **Operations & Logistics:** Coordinated international manufacturing and shipping logistics.

Summit Percussion Scholarship

- Founded a 501(c)(3) scholarship program for youth in Utah to participate in Drum Corps International.

Education

MEd in Instructional Design

2019 – 2020 Western Governors University

BSc in Accounting

2014 – 2018 Utah Valley University

Skills

- **Product Operations:** ADDIE / Agile Methodologies, Cross-Functional Leadership, Workflow Automation Strategy, Stakeholder Management, QA & Compliance Protocols.
- **Data & Analytics:** JavaScript, HTML, Power BI, Tableau (Data Visualization), Excel (Advanced)
- **AI & Automation:** OpenAI/LLM Integration, Prompt Engineering, Custom Tool/Agent Development.
- **Software & Platforms:** Jira, Confluence, Workday, Canvas, Adobe Creative Suite, Articulate Suite, Accessibility Standards (WCAG 2.1 AA/AAA), xAPI, SCORM