

# Brad Wyatt

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Carnegie Mellon University — B.S., Decision Science, 2016

Minors: Business Administration; Innovation, Entrepreneurship & Economics (IEE)

Skills: ETLWorks, SnapLogic (ETL), SQL Server, Python, JavaScript, REST, AWS S3, Grafana, OpenAI API

## Integration Developer, OpenGov, San Francisco, CA

March 2022 – Present

*OpenGov is a cloud-based public-sector software platform serving 2,000+ government customers across ERP, reporting, permitting, and a low-code Government App Builder.*

Primary technical owner of OpenGov's enterprise ETL infrastructure, serving as the final escalation point for integration-related architectural issues and high-severity outages.

Designs and develops automation across RPA, Python, and AI-assisted workflows (Custom GPTs) to streamline business processes and reduce manual effort.

Drives platform improvements across observability and data pipeline reliability.

### Platform Leadership & Architecture

- Led company-wide migration of 1,800+ integrations across 500+ government customers from SnapLogic to ETLWorks, delivering core development in 3 months and enabling a 6-month team migration on time and under budget without external contractors; recognized as Professional Services Person of the Month (July 2024).
- Designed scalable shared pipeline architecture supporting reusable templates for B&P integrations across hundreds of customer environments, enabling consistent deployment patterns and reducing implementation variance.
- Built ETLWorks metadata pipelines to automate large-scale configuration changes and bulk updates, reducing operational effort from 55+ hours to under 1 hour while enabling safer, repeatable updates at scale.

### Observability, Reliability & Operations

- Resolved recurring SnapLogic stability issues that generated 300+ support tickets per quarter, achieving a 9-month streak with zero crashes and an 80+ hours/quarter efficiency gain, earning the 2022 OpenGov Rockstar Award.
- Engineered an ETLWorks-to-Grafana observability pipeline using webhook-driven execution events, enabling near real-time monitoring, structured alerting, and incident triage via OpsGenie and Slack.
- Built severity-based alert routing and incident workflows, improving triage speed and reducing noise through deduplication, enriched alert context, and improved error visibility across ETLWorks, OpsGenie, and Service Cloud.

### AI & Workflow Innovation

- Developed an ETLWorks API layer powering a Custom GPT system that enables internal teams to configure customer-specific form autofill integrations via natural language, reaching 100+ deployments across 50+ customers.
- Extended the GPT system with observability by building Grafana dashboards to track execution history and usage, improving visibility into integration activity and system adoption.

### Platform Influence & Cross-Team Impact

- Drove and validated 15+ ETLWorks product improvements by identifying platform gaps, collaborating directly with vendor engineering, and ensuring solutions met production-scale requirements before release.

- Led post-migration system hardening across ETLWorks pipelines and observability infrastructure, delivering 30+ enhancements that improved monitoring, alerting quality, and system reliability through cross-team feedback.

### **Integration Specialist, OpenGov, Redwood City, CA**

**July 2017 – February 2022**

Built and supported ETL integrations from client ERP systems (e.g., Tyler Technologies, Oracle) into OpenGov's platform using SnapLogic, Scribe, SQL, and Python. As an early team member, delivered customer-specific integrations and developed SQL views reused across implementations.

#### **Client Integration Delivery & Automation**

- Delivered complex ETL integrations across 80+ customer implementations, managing 10–15 concurrent projects across diverse ERP systems.
- Built ETL integrations using SQL, Python, and REST APIs to resolve customer-specific accounting and reporting edge cases.

#### **Major Implementations & Impact**

- Led a large-scale ETL initiative for the Oklahoma state government, processing 700,000+ daily records and earning a spot bonus for delivery under strict deadlines.
- Developed custom Python-based integrations with Boyce Computing's Key-Fund ERP, enhancing reporting capabilities and improving financial data workflows for shared customers.

### **Data Analyst Intern, Haystag, Manchester, NH**

**Summer 2016**

*Programmatic advertising startup that utilized a genetic algorithm to predict Internet users' behavioral patterns primarily for situational targeting in ad campaigns. Contributed to client-facing analytics engagements through the CEO's consulting practice.*

Analyzed large-scale datasets (millions of rows) to generate insights for client campaigns and behavioral modeling, including work for enterprise clients such as William Hill. Prepared and transformed data in SAS for modeling and analysis, and built Tableau dashboards to communicate results to clients and internal stakeholders. Extracted and cleaned unstructured data from Semcasting's data warehouse, and performed customer segmentation using logistic regression and K-means clustering.

### **Business Development Intern, Slydde (acquired by Hooch, Inc.)**

**Summer 2015**

*Mobile app startup focused on improving the customer experience in bars and restaurants through streamlined drink ordering.*

Assisted with product design and research efforts, including brainstorming features and reviewing user experience flows. Conducted research on user behavior and presented findings to the CEO. Gained exposure to early-stage startup operations and product development processes.

### **Campaign Database Analyst, Political Campaign for State Representative (family campaign) Summer 2014**

*Local Massachusetts State Representative campaign focused on voter outreach and canvassing strategy.*

Optimized voter targeting and canvassing strategy by analyzing voter data and building structured contact lists.

- Extracted and organized 37,000 in-district voters from the Voter-Link database into Microsoft Access to support targeted outreach and route planning.
- Ranked prospective voters based on characteristics such as voting history, turnout frequency, and donation behavior to prioritize outreach and improve canvassing efficiency.

### **Technology Support Staffer, Osgood Bradley Building**

**Summer 2012, 2013**

*The Osgood Bradley Building, an eight-story, 150,000 square foot industrial complex, housed a diverse range of businesses.*

Provided IT support across a multi-tenant commercial building, troubleshooting hardware, software, and network issues for tenant businesses. Managed and maintained a repository of spare PCs throughout the facility. Built and optimized Windows-based systems and provided technical support for common business applications, including Microsoft Office and Google Docs.

**App Developer Intern, Rocket Farm Studios**

**Summer 2011**

*Rocket Farm Studios was a small mobile strategy and development company.*

Developed a prototype mobile app (ZipText) using AppInventor, enabling customizable messaging workflows. Designed and implemented core app functionality, gaining early experience in mobile application development.

**Additional Academic Work**

**Teaching Assistant, 88-220 Policy Analysis, CMU**

**Fall 2015**

Teaching assistant for Policy Analysis, a microeconomics-focused course. Graded assignments, reviewed answer keys for accuracy, and supported course instruction.

**Research Assistant, Social and Decision Sciences Department, CMU**

**Spring 2014**

Research assistant for a study on intuitive performance using the Facial Action Coding System (FACS). Managed research participants and coordinated data collection across 125+ participants. Organized and coded observational data in Microsoft Excel to support analysis.