

# FRANK CARDAMONE

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Experienced Senior Business Analyst and Consultant with over 20 years of experience working with cross-functional global teams. Extensive experience with API integration design and process development. Specialize in Agile and Scrum methodologies, system design, business analysis, project management, process design and management, root cause analysis, and systemic issue resolution.

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## AREAS OF EXPERTISE

- Project Management
- API Integration
- Process Improvement
- Business Analysis
- SDLC
- Scrum / Agile
- Customer Advocacy
- Stakeholder Management
- Cross-Functional Teams
- Product Owner
- User Research
- Team Management
- Roadblock Removal
- Creative Problem Solving
- Backlog Management

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## PROFESSIONAL EXPERIENCE

Andersen Corporation | Bayport, MN October 2022 - November 2025  
MuleSoft Integrations Product Owner/Senior Integration Business Analyst

- Serve as the technical liaison between MuleSoft development teams and multiple business units, translating complex business needs into actionable integration requirements.
- Lead requirement-gathering sessions with stakeholders across departments to define and document user stories, functional specifications, and acceptance criteria.
- Own and manage the Enterprise MuleSoft Integration Team product backlog, ensuring prioritization aligns with business value and technical feasibility.
- Facilitate all Agile ceremonies and collaboration between cross-functional sprint teams, enabling on-time delivery of large-scale MuleSoft integration projects.
- Oversee solution design and delivery to support enterprise-wide initiatives, ensuring integrations are scalable, reliable, and aligned with enterprise architecture standards.
- Develop and maintain project documentation including process flows, interface specifications, and governance artifacts.
- Partner with Executive Level leadership and stakeholders to align integration strategy with long-term business goals and enterprise digital transformation objectives.

### Key Projects:

- Ensemble Entry Doors – Multi-million dollar annual budget with over 15 application teams across both business divisions (Andersen Windows and Doors and Renewal by Andersen). Delivered critical integrations to support new product line launch and cross-platform data synchronization.
- Coastal Project – Managed custom development of WMS and TMS integrations supporting operational and supply chain initiatives in coastal divisions to reduce inefficiencies and increase productivity.
- FinMarket – Led development of financial systems integrations ensuring compliance, efficiency, and accurate reporting.
- NorthStar – Directed major integration effort for ERP and CRM platforms, aligning data flows across multiple business units.

Mountain State Software Solutions | Pittsburgh, PA February 2021 - October 2022  
Senior Consultant

QVC Home Shopping Network: Jan 2022 - Oct 2022

- Conversion of 475 apps across multiple teams and Line of Business (LOB) units.

- Project Manager/Scrum Master of multiple global teams (US, Poland, Philippines).
- Conduct project meetings such as daily scrums, refinement sessions, planning sessions, etc.
- Defining user stories and business requirements.
- Managing internal tools such as JIRA, Confluence, SharePoint, Teams, and others, to ensure continued success of project efforts.

University of Wisconsin: Feb 2021 – December 2021

- Google Apigee X implementation at the University of Wisconsin at Madison.
- Create, manage and update project documentation such as RAID Assessment, SWOTT Assessment, User Story Tracking spreadsheets, etc.
- Conduct requirement gathering sessions to define and develop user stories.
- Conducted Daily Scrum meetings to ensure the project is progressing according to timeline.
- Educate and implement an API Program and Governance board to ensure successful API development, adoption, and support on a continual basis.
- Managing internal tools such as JIRA, Confluence, SharePoint, Teams, and others, to ensure continued success of project efforts.

Cardamone Consulting Group | Pittsburgh, PA

October 2013 - February 2021

Senior Consultant / Owner

- Identify analytic needs and strategies with cross-functional teams to ensure clients can track project progress
- Serve as a liaison between executive-level stakeholders, business teams, and development teams
- Spearhead project vetting and coordination through daily scrum meetings
- Analyze projects to identify roadblocks, scope creep, or significant changes in project progress
- Support internal client teams with data analysis, report and scope definition, solution development, and leadership
- Drive product and process enhancement through Agile methodologies, innovation, key stakeholder management
- Troubleshoot issues by diagnosing root cause analyses and defining and implementing creative solutions
- Develop website portals, marketing collateral, and social media pages to promote business products and services
- Design, define, and document business cases and system requirements, present reports to key stakeholders
- Recent customers include Aramark, Hyundai, LoJack, Abbot Labs

Sykes Enterprises, Inc | Chicago, IL

January 2014 – July 2015

Business Analyst II

- Identified, defined, and documented requirements for enterprise-level web applications and solutions
- Analyzed, modeled, and designed new and existing business processes to improve efficiency and profitability
- Leveraged the expertise of a development team using Django, MySQL, and Agile methodologies
- Led the global implementation of a homegrown ATS (Applicant Tracking System)
- Implemented the HIRE platform into all brick-and-mortar locations across the United States
- Managed a backlog of hundreds of feature enhancement requests, change requests, issues, etc.
- Conducted sprint planning, estimation, and iteration review sessions with the development team

HR Plus | Rosemont, IL

September 2012 – December 2013

Senior IT Business Analyst

- Contracted to completely redesign internal IT Processes and SDLC
- Transitioned the organization into a more efficient Agile SDLC model
- Developed a Business Value Matrix to evaluate Business Value vs. IT Impact, allowing efficient backlog prioritization
- Implemented new change management and ticket submission processes to better interface with IT
- Provided users with the ability to track project progress and tickets through SDLC stages
- Designed and created wireframes for new system applications, UI changes, and process improvements

- Detailed functional training materials for end users during solution deployment
- Collaborated with cross-functional internal teams to meet technical specifications with business requirements

Microsoft Corporation | Issaquah, WA

July 2008 – September 2012

Global Business Analyst

- Managed the SQL Unblock Team to eliminate deployment blockers, increasing SQL Server revenue by \$21M
- Provided business rationale to successfully resolve partner issues and drive future improvements
- Identified systemic issues that impacted global partners to drive organizational change, improving client experiences
- Effectively communicated customer issues, project statuses, risks, and proposed solutions in a timely manner
- Proactively advocated on behalf of partners to solve deployment blockers
- Implemented escalation paths for all Microsoft Cloud offerings; recruited Cloud SMEs and built an infrastructure that led to a quadrupling of Cloud services that contributed to 75% (\$330,884,125) of Cloud revenue for North America
- Received and led complex, mission-critical, and politically sensitive user escalations from various areas within Microsoft, including all executive offices
- Efficient and effective use of collaborative tools like Lync, OneDrive, SharePoint, MS Office, etc.

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#### EDUCATION AND CERTIFICATIONS

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University of Phoenix | Tempe, AZ

July 2012

Bachelor of Science in Business Management and Global Business Development