

Andrew Hadden

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EDUCATION

Hamilton College, Clinton, NY

May 2025

- *B.A., Computer Science and Cinema & Media Studies*, GPA: 3.6/4.0
- Relevant Courses: Algorithms & Data Structures, Computational Theory, Principles of Programming Languages
- Activities: Club Volleyball Treasurer, Radio Host, Club Hockey, Sketch Comedy, Pottery Club Board Member

DIS Copenhagen, Copenhagen, DK

January 2024 - May 2024

- Relevant Courses: Artificial Intelligence, Danish Language and Culture, European Art & Cinema

TECHNICAL SKILLS

Languages: Python (Pandas), R Studio, C++, JavaScript, HTML/CSS, Swift, Java

Applications: MongoDB, Zendesk, React, Vercel, Git, Jira, Drupal, Quip, Balsamiq, VS Code, Microsoft Office

EMPLOYMENT EXPERIENCE

Berkshire Hathaway Specialty Insurance

Boston, MA

Product Specialist

March 2026 - Present

Associate Product Specialist

June 2025 - March 2026

- Sustain the highest call volume on a team of 8 while maintaining a customer satisfaction rating above 4.9 stars
- Drive GL/Medical Malpractice product enhancements by translating customer feedback into actionable insights for cross-functional teams, contributing to streamlined product offerings and a better customer experience
- Identify operational inefficiencies in manual workflows, such as list management and customer communications, providing a strong case for automation and process improvement

Bentley University

Waltham, MA

Digital Marketing Intern

Summers 2023 & 2024

- Led a team of 6 in developing an AI chatbot that integrated real-time website data, improving user query resolution accuracy through applied research on large language models
- Managed 100+ website updates in Drupal CMS, executing SEO-driven redesigns that improved search rankings and streamlined user navigation
- Designed a website mockup in Balsamiq for Jaylen Brown's 7uice Foundation, ensuring visual alignment with brand identity and supporting their digital outreach strategy

Realtime Media

Conshohocken, PA

Product Marketing Intern

June 2024 - August 2024

- Developed targeted content strategies by researching competitors in the sweepstakes industry, sharpening offerings to enhance user engagement and streamline B2C communication
- Authored and published a blog post on zero-party data collection, offering practical guidance on privacy-first marketing practices, and shared it across company channels to educate clients on emerging data trends
- Delivered data-driven workflow recommendations during product meetings, leading to improved development efficiency and more refined deliverables

PROJECTS

Math Policy Tracker

December 2024

- Built a full-stack web app using MongoDB, React, and Vercel to track and present 500+ U.S. congressional math bills, with real-time updates and integrated alerts
- Engineered a batch-style data pipeline using Congress.gov API and Vercel cron jobs to automate daily ingestion and processing of 250+ bills
- Designed a responsive React UI that enables users to search and filter legislation by topic, date, or sponsor

Accessible Text Editor

July 2023

- Developed a Python-based voice-controlled text editor in a 48-hour Hackathon to support hands-free document editing for users with motor impairments
- Programmed core speech-to-text and command recognition features (highlight, copy, save) in collaboration with a 4-person team, ensuring accurate functionality and seamless user experience