

Andrew Shubitowski

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Engineering leader with 15+ years of experience building and scaling teams that deliver enterprise-scale solutions. Led organizations of up to 110 engineers owning mission-critical systems supporting \$320B in annual transaction volume. Deep experience driving AI/ML innovation, enterprise CRM transformation, and operational excellence across complex, regulated environments.

Experience

Senior Director, Engineering

Dec 2020 - May 2026

Rocket Mortgage | Detroit, Michigan

Led a 5-year enterprise CRM transformation from a 20-year legacy proprietary system to Salesforce Financial Services Cloud for 10,000 users. Platform is responsible for all retail (B2C) loan origination, supporting \$72B in annual volume. 10 teams, 110 engineers, \$20M annual budget.

- Customized Salesforce FSC for mortgage workflows not supported out of the box
- Leveraged Data Cloud and Calculated Insights to power real-time decisioning and client intelligence
- Architected Agentforce and agentic AI to transform client outreach operations, targeting a reduction in failed contact attempts from 45% to 35% across 350K+ monthly touches. Solution eliminated the need for 30 additional hires while increasing client throughput by 20%
- Architected integrations across MuleSoft, Kafka, and AWS to connect Salesforce into the existing ecosystem
- Managed parallel system operations during cutover with zero disruption to origination volume
- Led change management for thousands of users transitioning off a system they had used for 20+ years
- Drove organization-wide adoption across all client-facing business lines
- Built AI-driven loan prioritization systems that enabled real-time case surfacing for loan officers, achieving an 88% on-time closing rate across a portfolio supporting billions in annual origination
- Led a 30-person engineering effort across 4 teams to integrate 250+ Redfin loan officers onto the Rocket platform following the March 2025 acquisition. Delivered a full replatforming to Salesforce FSC with Distributed Marketing integrations in 8 weeks. D2C origination volume grew 31% YoY to \$71.9B in FY2025
- Designed and deployed a multi-agent AI development framework using Claude Code, with specialized agents for architecture, implementation, and code review. Automated the full development lifecycle from requirements through deployment
- Built agentic coding workflows including Playwright-based automated testing, automated monitoring, automated Operational Readiness Reviews (ORRs), and CI/CD-integrated AI code review that auto-detects security vulnerabilities and architecture violations on every pull request
- Architected an enterprise data strategy delivering a unified 360-degree client lifecycle view across the full prospect-to-servicing journey, powering signal-based engagement to replace manual outreach
- Authored a 20-page enterprise product strategy that aligned leaders across 6+ business areas on a unified CRM + Customer Data Platform architecture, shifting the enterprise from a transaction-centric to a client-centric data model
- Negotiated multi-year enterprise contracts across an \$11M+ annual run rate with Salesforce, OwnBackup, Flosum, MuleSoft, and AWS, consistently delivering 15-18% savings while

expanding scope through premium add-ons including security, observability, TAM coverage, and high-compute access

Director, Engineering

Sep 2017 - Dec 2020

Rocket Mortgage | Detroit, Michigan

Led 70 team members across 7 teams (8 direct reports) owning Rocket Mortgage's most mission-critical systems: the 20-year legacy loan origination platform, enterprise lead allocation, and all call center telephony supporting 7,000+ mortgage bankers.

- Owned all company lead flow through the Lead Allocation platform, responsible for routing every lead across the enterprise, directly impacting sales conversion and revenue
- Maintained and operated the proprietary loan origination system underpinning all loan production, supporting \$320.2B in closed loan volume in 2020 (121% YoY growth) including \$107.2B in Q4 alone
- Oversaw all call center phone systems connecting 7,000+ mortgage bankers to customers at massive scale during historic volume surge
- Kept legacy systems running with zero tolerance for failure through the highest-volume period in company history

Team Leader, Engineering

Aug 2014 - Sep 2017

Rocket Mortgage | Detroit, Michigan

Led 13 engineers on a cross-functional team supporting Marketing, Lead Allocation, Mortgage Bankers, and Credit Repair business areas. Owned multiple mission-critical platforms including Call Routing, Lead Allocation and Escalation, Banker Scheduling, Credit Repair, and Outbound Dialing.

- Drove technology vision and delivered new platform capabilities across Lead Allocation and Call Routing, systems that would scale to support 7,000+ bankers and \$320B in volume under my later leadership as Director
- Grew team members' careers and developed the engineering talent pipeline that fed the broader organization
- Provided direct operational support to Mortgage Bankers and Credit Repair teams

Application Engineer / Business Analyst

Feb 2013 - Aug 2014

Rocket Mortgage | Detroit, Michigan

Served as a hybrid application engineer and business analyst, bridging business partners and engineering while making direct configuration changes, writing queries, and developing scripts. Worked across the same Lead Allocation, Call Routing, and operational systems I would go on to lead as Team Leader and Director.

- Created functional specifications, recommendations, and test plans that engineering teams used to build systems and tools
- Made hands-on configuration changes and wrote queries and scripts to support business operations
- Managed small to mid-sized projects from requirements through delivery
- Mentored team members and provided guidance on solving complex business problems

Solutions Engineer II

Nov 2010 - Feb 2013

Ford Motor Company | Allen Park, Michigan

Developed solutions that reduced business costs and mitigated risk by creating more efficient processes and tools. Collaborated across PMO, tool development, and data analyst teams to identify

and resolve systemic issues.

- Analyzed service desk incident trends to identify systemic program issues and developed Service Improvement Plans using 6-Sigma methodology
- Reduced risk of production-impacting incidents through data-driven root cause analysis
- Conducted continual quality audits to ensure process improvement at each milestone

Co-Founder

Feb 2007 - Nov 2010

Sector 7 LLC

Co-founded an IT services company delivering network infrastructure, virtualization, and security solutions for growing businesses.

- Designed and implemented scalable VDI environments within datacenter infrastructure
- Built and upgraded data networks to support client growth and evolving business needs
- Provided on-site voice, data, and network security services
- Mentored and led technicians performing enterprise hardware refreshes

Education

Bachelor of Science, Computer Science

Wilmington University