

Urb. Bel Air at Finca Elena
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OBJECTIVE

To obtain a meaningful position for my education and business background that allows professional growth and the opportunity to contribute to a challenging organization.

EDUCATION

University of Puerto Rico, Mayagüez Campus.
Business Administration College.

Bachelor's degree in Computerized Information Systems.

Graduation date: May, 1994.

Inter American University, Metropolitan Campus.
Mathematics and Science College.

Master degree in Open Systems Information of Computer Science.

Expected graduation date: May, 2017.

SKILLS

Operating Systems: Windows Servers, SUN Solaris Microsystems, HP UNIX, VAX/VMS systems, Unisys A11, A16 systems, and IBM AS/400.

Data Warehousing: Work with Big Data (both relational DBs and Stream Data). (Data Modeler, Star Schemas, Snow Flakes) and Warehouse Architect (Metadata).

Business Intelligent Tools: Power BI, Microsoft Integration Services (SSIS), IIS, Analysis Services, SharePoint, Performance Point, IBM Cognos solutions, Hyperion-BrioQuery and Informatica ETL Tool (Source-Target Mapping, Data Cleaning).

Databases: Strong experience with Microsoft SQL Database, Oracle Database, DB2, Sybase ASE and IQ.

DBA: Experience in techniques used in Systems Analysis, Design and Database Administration, Backup, Performance and Tuning, Develop and Implement a Disaster and Recovery Plan.

Programming: Visual .Net, Visual Basic, UNIX Scripts, COBOL, Pascal, ANSI C languages, DBMS II, VSAM and CICS (Mainframe).

Microsoft Applications: Strong experience with Visual Studio and Power BI. Experience with MS Product Key Analytics and Lifecycle. Experience developing SSIS package, SSRS Reports and SQL jobs. Experience building Tools for data rendering, Data Quality, Reporting portals, Web technologies. Cloud Services. Strong experience with MS Office 365, MS Visio and MS Project. Knowledge in Azure and Visual Studio. Online services such as Bing and MSN. Business solutions like Office and Exchange and devices like Surface, Xbox, Kinect, Windows Mobile.

Other: Knowledge in Telecommunications systems, HIPAA Transactions and SOX Regulations. Able to work under pressure. Skills in the design, coordination, performance and documentation of Business Process and Procedures. Bilingual. Good communication and interpersonal skills.

WORK EXPERIENCE

Microsoft Operations – Puerto Rico

February 2014 | Present

Anti-Piracy Services

Dr. John A. Smith, Humacao PR

SR IT Program Manager | Sr. Data & Applied Scientist

Work as Technical Program Manager and Sr. Data & Applied Scientist for the Investigators, supporting their data request needs, and supporting them in other areas such rules creation and data sources validation. Drive the Investigations team automation efforts, by collecting and documenting requirements in a very complete document for the Investigations Team automation project. Developed the case of the IRP related key activation notification system, and predictive expected behavior functionality additions to the Average Geo Activation that resulted in strengthening the accuracy and intelligence value for piracy pattern detection. Strong experience with end-to-end product key lifecycle for Volume Licensing, OEM, Microsoft Partner Network, BizSpark and DreamSpark programs. Demonstrated a great level of maturity managing critical situations/conversation, analyzing the feedback from different sources, and delivering outstanding results. Work as Developer in the Machine Learning project for Piracy Analytics and Blue Sky Team. Other duties as assigned. Collaborate with MOPR Organization Health and Site Pillars.

US. Department Housing Urban Development Program at Puerto Rico Housing Authority

July 2013 | February 2014

Truenorth Corporation

Río Piedras, San Juan PR

Business Analyst

Work as Business Analyst to collect technological needs for Subsidized Housing Division and prepare a requirements document, taking into consideration the current technological reality and the objective to be achieved to the service virtualization. Support the Subsidized Housing Division in the establishment of a technology's road-map that will be used as a guide to achieve goals.

Program Manager

Work managing the Asset Management Application's project in order to realize the integration of new modules on Owner's Certification, released Changes in Reserves, Status and Findings. Alerts module, Advanced Search, Matters Checklist module and a Portfolio/Dashboard that shows the project incentives and findings to allow greater automation controls and operational processes in meeting federal requirements of HUD, with regarding the management and administration of subsidized housing projects.

Aqueduct and Sewer Authority of Puerto Rico

June 2013 | July 2013

Truenorth Corporation

Río Piedras, San Juan PR

Business Intelligence Specialist

Work as Business Intelligence Specialist for a Data Management Project. Develop the technical design for a Data Mart based on the Customer Service Initiative to analyze changes in Water Consumption. Develop a Data Mart focused on customer needs and considering the technological needs oriented consultation and offering a multidimensional view of the information.

Department of Health of Puerto Rico – Medical Assistance Program

April 2013 | June 2013

Truenorth Corporation

Eleanor Roosevelt, San Juan PR

Business Intelligence Specialist

Work as Training Coordinator of Medical Assistance Program at Department of Health of Puerto Rico. Development of the curriculum module for HIPAA Certification. Trainer of the curriculum module for Health Insurance Portability and Accountability Act (HIPAA) to the Medicaid Program

Staff. Monitor and control the Staff committee recurring meeting for the review of the Policy and Procedures Manual (Income) of the Commonwealth Health Plan Insurance.

Electric Power Authority of Puerto Rico
Truenorth Corporation

March 2012 | April 2013

Eleanor Roosevelt, San Juan PR

Consultant

Work as Consultant in the Revenue Optimization Project. Work as Technology Project Manager in order to create a New System SAMI (Sistema Administrativo de Manejo de Iniciativas) to getting information and determining requirements for the different Project Initiatives, such as Uso Indebido de Energia Eléctrica, Gestión de Cobros, Aportación de Impuestos Municipales y Reingeniería de Procesos. Developing an understanding of how present and future business needs will impact the solution. Collect information to analyze and evaluate existing or proposed systems. Analyzing and understanding the current state processes to ensure that the context and implications of change are understood by the clients and the project team. Working with the client to prioritize and rationalize the requirements. Helping to define acceptance criteria for completion of the solution. Developing a Requirements Management Plan and disseminating the Plan to all stakeholders. Assists in Integration and Acceptance Testing, supports the development of training and implementation material, participates in the implementation, and provides post-implementation support. Other duties as assigned.

América Móvil Claro – Puerto Rico
Project Management Office

April 2011 | March 2012

Roosevelt Avenue, San Juan PR

Consultant

Work as Consultant in the Claro IPTV's Project, Consolidated Order Processing System's Project, Claro-Microsoft Cloud Products' (Microsoft 365) Project and ETL Healthcare Plan - Audit Project. Work as Analyst to System's study in order to get facts about business activity getting information and determining requirements. Developing an understanding of how present and future business needs will impact the solution. Collect information to analyze and evaluate existing or proposed systems. Analyzing and understanding the current state processes to ensure that the context and implications of change are understood by the clients and the project team. Working with the client to prioritize and rationalize the requirements. Helping to define acceptance criteria for completion of the solution. Developing a Requirements Management Plan and disseminating the Plan to all stakeholders. Assists in Integration and Acceptance Testing, supports the development of training and implementation material, participates in the implementation, and provides post-implementation support. Other duties as assigned.

Triple-S, Inc. (Blue Cross and Blue Shield Association)
Interactive Systems

May 09–July 09 | Sept. 09 – April 2011

Roosevelt Avenue, San Juan PR

Consultant

Work as Consultant in the Triple-S Management New System for the Claims Processing, Member Eligibility and Reporting Conversion Plan. Work as Project Manager for the Providers Directories Project using the ODS system. Develop programming to Providers and Claims Accumulator's Conversion Plan using Informatica ETL Tool with Microsoft SQL Server 2005/2008, Mainframe and Sybase IQ sources. Work in the Claim Medical Utilization Project. Support to Data Warehouse system.

MMM Healthcare Inc.

July 2009 – August 2009

Kennedy Avenue, San Juan PR

Project Manager

Work as Project Manager in the MMM Healthcare New System's Project. Manage the Operating Data Source System Project developed with SQL Server 2008 and IBM WebSphere tools.

Global Rainmakers Inc.

September 2008 – March 2009

Betances St., Caguas PR

Database Specialist.

Work in the development and administration of the database embedded of a biometric product to automate methods of recognizing a person based on the Iris. Work as DBA with Microsoft SQL Server database. Work with the Replication process from the Puerto Rico Site to New York Site.

Develop the Business Continuity Plan including Disaster and Recovery Plan Strategies, Business Process and Procedures.

Medical Card System

March 2006 – June 2007

Ponce de León Ave., San Juan PR

Data Warehouse and Business Intelligence Manager / Project Manager.

Work in a Data Warehouse Project as Project Manager of the Commercial Health Insurance and Government Healthcare programs. Manage data related to Independent Physicians Associations (IPAs), Preferred Provider Organizations (PPOs), and Physician Hospital Organizations (PHOs). Manage the Health Reform System of MCS developed in Sybase ASE for the data related to Enrollment, Customer Service, Claim Processing and Capitation Processing. Supervise the MCS Database Administrators and Programmers working with Sybase ASE, Oracle and SQL databases. Work with the Informatica ETL Tool process using IBM Power MHS System, Oracle and Microsoft SQL Server. Work with UNIX System Administration in SUN Solaris and Cognos & Power Play Tools Servers. Develop Reports and Graphics of the IT Ticket's System in BrioQuery for the Programming Department. Evaluate Proposal from Vendors of the Data Warehouse project and make decisions. Participate in the MCS Management Academy.

Triple-S, Inc. (Blue Cross and Blue Shield Association)

February 1998 – March 2006

Roosevelt Avenue, San Juan PR

DBA Supervisor / DBA / System Analyst and Programmer

Work in a Data Warehouse Project of the Government Healthcare program. Work as DBA with Sybase database. Manage data related to Independent Physicians Associations (IPAs), Enrollment, Customer Service, Encounter and Utilization Reporting, Claim Processing and Capitation Processing. Develop and Implement the Disaster and Recovery Plan of the Triple-C Subsidiary's Data Warehouse. Review the Vendors and Consulting Services Deliverables of the DW Project. Work with the administration of Internet Web Project, the application of Customer Service with Microsoft SQL Server and ETL Tool process. Work with UNIX System Administration in SUN Solaris and HP-UX. Audit the Backup Process of Triple-C Branch's Data Warehouse and Customer Services Systems managed by the Interactive Systems Network Specialists. Assist users to manage a Query and Reporting Tool and to optimize SQL Queries and debug them. Work as Instructor of the BrioQuery Tool. Evaluate Proposal from Vendors of the Data Warehouse project and make decisions.

COSVI

February 1996 – January 1998

Américo Miranda Ave., San Juan PR

System Analyst and Programmer

Analyze and develop the requirements for an Image system. Programming in COBOL for Group and Individual Insurance's system, Income Retirement Account's system (I.R.A.), also for Claims and Payment's Policy System. Develop and programming an On-line program called Documents Administration for Customer Service and Claims Department. Programming in Cobol for Accounting Department.

Citibank (Subsidiary of Señorial)

August 1995 – December 1995

San Juan PR

System Analyst and Programmer

Programming in COBOL for Time Investment's application. Assist and provide support in Panama's Subsidiary Program Conversion.

ARJ Professional & Consulting Services

August 1994 – August 1995

San Juan PR

System Analyst and Programmer

Analyze and develop the requirements for a loan system. Programming in COBOL.

COURSES

Project Management Professional (PMP) Exam Preparation

Leadership and Management Practices

Communication and Presentation Skills

Time Management and Organizational Skills

Legal Issues

Human Resources

Coaching

Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition

Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition

Managing and Maintaining a Windows Server 2003 Environment

Developing and Implementing Web Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET

Developing and Implementing Windows-based Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET

System & Database Administration: Adaptive Server Enterprise

Performance & Tuning: Configuring Adaptive Server Enterprise

Administering Sybase IQ 12 for the Data Warehouse

Informatica PowerCenter 8 & Administrator

Informatica PowerCenter 8 Data Migration

Administration for the Solaris 9 Operating System

Systems Management using SUN Management Center

Administration for the Solaris 8 Operating System

UNIX Essentials Featuring the Solaris 8 Operating System

UNIX Fundamentals

Hyperion Business Intelligence Administration

Security +

Microsoft Project Management Certification Prep Course

Machine Learning, Analytics & Data Science Conference

Working at the Speed of Trust

The 5 Choices

Growth Mindset Workshop
Increase Your Customer Obsession Capability
Crucial Conversations
One Microsoft

REFERENCES

Available upon request