Education

Florida International University (08/2018 – 12/2020)

Masters in Engineering Management

GPA: 3.7

Florida International University (08/2012 – 05/2015)

Bachelor of Science in Computer Science

GPA: 3.5

Honor Societies: UPSILON PI EPSILON and DELTA EPSILON IOTA

skills

Programming Languages: C#, XML, SQL

Development: Object-Oriented Programming, API/Web Services

Web Development: ASP.NET, HTML 5, JavaScript, Angular JS, Bootstrap, CSS3

Database Systems: MS SQL Server, MySQL, PostgreSQL

Agile Practices: Scrum

Version Control: Git, Bitbucket, SourceTree (Hg / Mercurial)

Issue Tracking Systems: JIRA, Team Foundation Sever (TFS), ServiceNow

Continuous Integration: Bamboo, TeamCity

Team Collaboration Tools: Confluence, SharePoint, DocuShare

Testing Tools: TestComplete (SmartBear), Ranorex

Other Skills: Camtasia, Lucid Chart, Retail, LAN/WAN, TCP/IP, HTTP, DNS. Data Modeling, Total Quality Management (TQM), Minitab 19, Corporate Finance, Microsoft Office Suite, Postman, Data Mining, Graph Theory, Statistics, Google Analytic, Visio, Power BI, Teams and Zoom

Certifications

Certified ScrumMaster (CSM) – Scrum Alliance

* + Certificate ID: 942036
	+ Active: 05/2025

Service Learning Projects

MDC Service Learning/Project: MDC-Hialeah Arts & Sciences SharePoint Project.

* + This project serves as an academic repository and department resource for full-time and adjunct faculty.

FIU Service Learning/Project: STC Palm Beaches Chapter (Technical Writer Analytics).

* + Provide exceptional documentation of usability issues and functionality to improve the website.

Professional Experience

Verizon

Engineer Systems Administration 12/2022 – Present

Provided maintenance, configuration, and reliable operation of computer systems and servers.

Excellent communication skills.

Allvue Systems

Production Support Engineer II 03/2022 – 12/2022

Provided tier 2 support to end users of application.

Excellent communication skills.

ApexEdge (The Bill Reduction Company, LLC)

Project Manager / Scrum Master 12/2020 – 02/2022

Specified the scope of the project.

Prioritized that all the projects match the business goals, and their respective deliverables will be on time and within the budget with the quality that is expected.

Recommended news tools and methodologies which made sure that the project met the project standards.

Created design document, feasibility study, project plan and requirement document.

Organized and facilitated sprint planning, daily stand-ups, sprint reviews, sprint retrospectives, and release planning

Scheduled all the tasks that had to be accomplished.

Write detailed test cases by analyzing functional and non-functional requirements and business rules.

Tracked, evaluated, and created reports.

Removed project obstacles, developed solutions with the team, ensured milestones were reached and deadlines were met through project lifecycle.

Scheduled meetings to keep the stakeholders updated with the project. Technologies: C#, JSON, HTML, XML, SQL Server, Jira, Confluence, Visio

Merge IT

Production Support Analyst 02/2020 – 07/2020

Provided tier 2 support to end users of different applications.

Ensured end user problems were identified, prioritized, investigated, resolved, and answered quickly and efficiently.

Excellent communication skills with variety of audiences at all levels. Technologies: C#, JSON, HTML, XML, SQL Server, SharePoint, DocuShare, ServiceNow

SR Technologies

DevOps Engineer II / Project Manager 03/2017 – 06/2019

Implemented and maintained the CI/CD process using Team City.

Kept all the programs with the last update to improve security.

Applied data analysis tools and system configuration

Developed test plans and test cases and identified bugs and made regression test.

Mentored and coached new employees on existing projects

Assisted in the development of documentation.

Worked closely with engineers to make sure our systems were robust and easy to manage.

Technologies: Team Foundation Server (TFS), TeamCity, API/Web

Services, JSON, dotMemory, dotTrace, Wireshark, PuTTY, FileZilla, Microsoft Test Manager

Mi9 Retail

Software Developer 02/2016 – 03/2017

Developed Cash Management and Inventory modules for the Mi9 Store Back Office (Retail Store Software) that included a Dashboard.

Worked on the centralization of electronic payments on ePayment for the clients Home Depot Mexico and Levi’s.

Technologies: ASP.NET, C#, Entity Framework, LINQ, .NET, NuGet, MS SQL Server, Angular JS, Bootstrap, Google Charts, Scrum methodology, Postman.

Mi9 Retail

QA Engineer 06/2015 – 02/2016

Manage system testing.

Performed system regression and database testing. Identified bugs and recommended fixes in the Back Office project (Web Application), Handheld and the POS (Point of Sale) for the client Home Depot Mexico.

Wrote automation test cases for testing several web modules.

Technologies: TestComplete (SmartBear), Ranorex, MS SQL Server, PowerShell, Jira and Confluence

Florida International University

Graduate Research Assistant 01/2015 – 06/2015

Smart Application for Integrated Sensing, Simulation, and Feedback of Occupant Behaviors to Enable

Personalized Interventions for Energy Saving in Buildings.

Technologies: Java, XML, Android Studio, SQLite, MySQL.

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