

Jorge L. Hernandez
7016 Greentree Ln
Miami, FL 33014
jh@stbs.onmicrosoft.com
(305)495-1099

Professional Summary

Experienced Consultant with a demonstrated history of working in the computer software industry. Skilled in Business Intelligence (BI), Data Science, Artificial Intelligence (AI), Data Warehouses, KPI Dashboards, Point of Sale (POS) Systems, Database and Software Development. BBA in Management of Information Systems.

Work Experience

- 05/23 – Present Principal Consultant
Softechworldwide LLC, Miami Lakes, FL**
- Create AI Agents and Assistants
 - Create applications for several large companies
 - Create dashboards and reports
 - **Technologies used:** C#, MS Blazor, EF Core, Azure SQL, Azure Cosmos DB, Microsoft.Extensions.AI, OpenAI API, OpenAI Library for .Net, SQL Server Vectors, Azure Functions, Azure Data Factory, MS Fabric, MS Power BI Embedded
- 02/21 – 01/25 Principal Consultant
SigMachine Inc, Miami Lakes, FL**
- Developed the SigMachine and SigMachine Copilot .Net Blazor AI applications
 - Created dashboards and reports
 - **Technologies used:** C#, MS Blazor, EF Core, Azure SQL, OpenAI Library for .Net, Azure Functions, MS Fabric, MS Power BI Embedded
- 08/11 – 02-21 Principal Consultant
Softech Business Solutions, Hialeah, FL**
- Designed and Implemented Data Warehouses for many large and midsize companies
 - Created Business Intelligence Solutions including dashboards, scorecards and reports
 - Created API solutions to integrate with other systems
 - Wrote interfaces to read and process data from POS systems
 - Developed Master Data Services solutions
 - Analyzed business processes and made recommendations to make those processes more functional
 - Created ETL workflows
 - Worked on Automated Royalty solutions for multiple companies
 - Coordinated execution of projects, managed teams and monitored progress
 - **Technologies used:** MS SQL Server, MS Power BI, C#, MS Blazor, Tableau, Oracle, Netezza, SSIS, Informatica, JavaScript, JSON, XML

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03/08 – 08/11

Senior Marketing Analyst, Technology, Business Intelligence & Strategy
Burger King Corporation, Miami, FL

- Created applications to apply rankings to restaurants and operators based on sales, traffic, operational data such as speed of service, guest satisfaction, restaurant cleanliness and quality of food served
- Created application to assign unique numbers for all new products sold in company restaurants globally based on recipes
- Developed KPI dashboards and reports for Executives, Area Directors, District Managers and Restaurant Managers. These tools were built to track a selected group of KPIs from the restaurant level upwards and rank each restaurant based on their actual vs. planned results
- **Technologies used:** C#, VB. Net, Business Objects, MS SQL Server, SSRS, SSIS, Informatica, Oracle

08/04 – 03/08

Consultant

Momentum Consulting, Miami Lakes, FL

Client: Burger King Corporation

- Developed Informatica ETL workflows and SSRS reports for the corporate version of the Labor Scheduling System. This web application allows restaurants to accurately measure previous performance, forecast future sales and labor needs, and allows managers to easily generate the most efficient labor schedules
- Developed a Scorecard application and reports. This program imported data from several sources and then created month to month performance metrics. The metrics tracked included speed of service, sales, traffic, cleanliness, and manager certifications among others
- Performed enhancements to the franchise version of the Labor Scheduling System
- **Technologies used:** Informatica, C#, MS SQL Server, SSRS and Business Objects

Client: IVAX/Teva Pharmaceuticals

- Made enhancements to several windows and web-based applications. One of the prescriptions sold by the company required that the patient met strict requirements before it was dispensed. These applications allowed physicians to register patients that needed the medication, made sure all the prerequisites were met, and sent out email and fax notices to doctors and pharmacies when any further information was needed or when it was time for the prescriptions to be filled
- **Technologies used:** C#, JavaScript and MS SQL Server

Client: Sweet Paper/LagasseSweet

- Contributed to the successful consolidation of customer data and migration to a new system after a merger took place between Sweet Paper and Lagasse Corporation
- Supported and enhanced a web application on an IBM WebSphere Application Server running on UNIX. This application allowed customers to register, browse thru a catalog to view all the available products and place orders

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- Created reports for corporate users
- **Technologies used:** JavaScript and Oracle

Client: Brown and Jordan

- Developed the data access and business layer for a new ASP. Net web application
- Created DTS packages to upload data from several data sources to the new system. This application consisted of a web site for customers to view the available furniture catalogs and a product information entry system which allowed employees to upload product information
- **Technologies used:** C# and MS SQL Server

Client: Ryder

- Worked as part of a team developing an ASP. Net reservation system
- **Technologies used:** VB. Net and MS SQL Server

03/00 – 09/02

Consultant

Housing and Development Software, Fort Lauderdale, FL

- Developed an application following EDI standards to interface data from county and state government housing agencies to their respective HUD accounts in Washington DC. This was done thru HUD's IDIS EDI project
- Developed and maintained customized Windows-based software
- **Technologies used:** Visual Basic 6, MS SQL Server, Oracle, Crystal Reports and ActiveReports

02/98 – 03/00

Systems Analyst

Miami-Dade Parks and Recreation Department, Miami, FL

- Developed labor, equipment, and materials time and usage tracking software
- Modified the cost accounting and accounts receivable modules to ensure year 2000 compliance
- **Technologies used:** HP COBOL II, HP Transact, and TurboImage databases

03/97 – 02/98

Programmer

Application Oriented Designs, Miami, FL

- Developed and maintained financial software
- Responsible for solving software support issues
- **Technologies used:** AcuCOBOL

Education

- **Florida International University, Miami, FL** - B.B.A, Management of Information Systems
- **Miami-Dade College, Miami, FL** - A.A, Information Systems Analysis