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Monday, October 21, 2024

To Whom It May Concern,

Please accept this letter as an expression of my interest in the Senior Software Developer position. I am a highly motivated and progress-focused Senior Software Engineer with a long-standing background in this industry. With a track record of initiative and dependability, I have devised strategic initiatives which I believe will prove valuable to your company.

Throughout the course of my career, I have perfected my application design and process development abilities. I am a capable and consistent problem-solver skilled at prioritizing and managing projects with proficiency.

In my current role, I contributed to streamlining the check-in process at Holiday Inn Club Vacations by integrating the Ingenico Lane 8000 payment machine. This enhancement improved the user experience for guests by eliminating the need to fill out forms at check-in. Instead, they simply respond to on-screen prompts, reducing the process to a series of quick yes-or-no questions. This innovation not only optimized guest interactions but also enhanced operational efficiency.

Please take a moment to review my attached resume and credentials. I would greatly appreciate the opportunity to speak with you regarding my candidacy.

Thank you for your consideration.

Sincerely,

Manuel Benavente

MB

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Career Summary

I'm a Senior Computer Engineer with over 10+ years of experience designing, developing, testing, and supporting next-generation software solutions. I work primarily on project-based solutions, and I specialize in Microsoft .NET & SQL Server environments. I recently have expanded my full stack experience to ReactJS to continue expanding my development knowledge.

I'm proficient in an assortment of technologies, see comprehensive list in the Skills section to the right for more information

Experience

Senior Computer Engineer, Developer & System Analyst, Holiday-Inn Club Vacation 100% Remote — June 2023 – November 2024

In my current role, I contributed to streamlining the check-in process at Holiday Inn Club Vacations by integrating the Ingenico Lane 8000 payment machine. This enhancement improved the user experience for guests by eliminating the need to fill out forms at check-in. Instead, they simply respond to on-screen prompts, reducing the process to a series of quick yes-or-no questions. This innovation not only optimized guest interactions but also enhanced operational efficiency.

Accomplishments

- Improve user experience of guest check-in
- Enhanced Operational Efficiency

Skills

- Ingenico Lane 8000 – Programming with XML using HTTP calls.
- REST Web API – Creation of a Web API for the project
- .NET CORE 6
 - I created a new Web API to encapsulate all the Lane8000 calls and screen prompts that were used on the check-in process.
- SQL Server
 - Stored Procedures
 - Tables
 - View
 - Triggers
- Azure Dev Ops for CI/CD – Use of Pipelines to deploy to DEV and other environments

Senior Computer Engineer, Developer & Business & System Analyst, Alius Health 100% Remote — November 2020 – April 2023

I worked for a PBM with ReactJS for the front end, C# Web API for the back end and MYSQL hosted in AWS, developing new features, fixing bugs, and enhancing current features. Helped gathering requirements with the business and prepare ticket documentation in GitLab for developers. Also, worked gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Improve performance of the overall applications and processes.
- Fixed issues with queries that were taking too long to complete.
- Develop new Features to provide a better user experience.

Skills

- React-JS & Redux
- REST Web API
- .NET CORE 2.2

We utilize it for our REST Web API. We have developed specific classes to encompass all the necessary business rules, which are then utilized within the controller. In order to alleviate developers from a substantial amount of programming tasks related to relational data persistence, we employ Dapper.

- Dapper
- C#

All our REST Web Api coding was done using c#.

- MySQL

MySQL serves as our primary database system, where we have established stored procedures to address all data-related requirements, as well as functions to fulfill specific calculation needs. Additionally, we employ MySQL to resolve performance issues whenever necessary.

- Git with GitLab
- SourceTree
- Scrum/Agile Practices
- Business & System Analyst
- QA Deployment using DUPLO for CI/CD

Senior Computer Engineer, Developer & Business System Analyst, Plan Source 100% Remote Orlando, FL — June 2017 – August 2020

I worked in the HCM Service Bureau Group. We are using technologies like React JS for the Front-End, Ruby on Rails as one WebAPI to connect to MYSQL and .NET for the WebAPI to connect to all SQL Server needs. Helped analyzing tickets and work to be done. Validate requirements with the product owner to make sure the scope of the ticket was accurate. Worked gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Help automate 401K Files generations using Console Applications developed in .NET and SQL Server.
- Fixed issues with queries that were taking too long to complete.
- Worked on the Human Capital Management Dashboard creating new screens to support new features.
- Tier-3 Support to the daily business.

Skills

- React-JS & Redux
- REST Web API

For all REST Web API-related tasks, we utilized Ruby on Rails and .NET Core 2.2. Ruby was employed for connecting to MySQL, while .NET Core facilitated connections to SQL Server.

- Ruby on Rails
- .NET Core 2.2
- C#
- MySQL

MySQL served as the local database for the HCM Web App. We implemented stored procedures to retrieve the necessary data for the application screens. Additionally, we stored a portion of the data imported from SQL Server specifically for reporting purposes.

- SQL Server

The majority of our clients' statistical data is stored on SQL Server. We require certain portions of this data to execute processes and generate reports within the HCM Web application.

- Git with GitLab
- SourceTree
- Scrum/Agile Practices

- JIRA
- Unit Testing
- Business & System Analyst
- Integrated Testing

Senior System Analyst & Developer, Sea World
Orlando, FL — January 2017 – May 2017

Worked supporting the Sea World Guest Arrival Web Applications, we used technologies like Web Form, C#, SQL Server & Web Services. I also was part of a team on a new project creating a Virtual Queue Manager to support and maintain the Virtual Queue application that will be used at the parks this coming Summer. For this project we used technologies like ASP.NET MVC, C#, SQL Server & Web Services. Also, worked gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Help improve the user experience at the Parks by implementing a Virtual Queue Line for all attractions.
- Provide means of guest be able to spend more time and money across the park than waiting online for an attraction.

Skills

- Identity using OAuth against Companies Active Directory
- Developed the Admin Manager Site
- Security Implementation Using Roles
- .NET Framework 4.6.1
- WCF
- ASP.NET
- MVC
- Web Services
- C#
- TSQL
- SQL Server
- LINQ & Lambda Expressions
- TFS
- JIRA
- Business & System Analyst
- Scrum/Agile Practices

Senior System Analyst & Developer, Orange Lake Resort
Orlando, FL — June 2016 – December 2016

Worked with a team helping implement all the credit card processing using technologies like NServiceBus, C#, SQL Server against FreedomPay Gateway. Helped gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Help implement the credit card processing logic for Orange Lake Resort to a new gateway called FreedomPay.
- Help improved a much robust infrastructure to guarantee that no credit card transaction is lost in the processing.
- Help improved the credit card processing speed.

Skills

- .NET Framework 4.6.1
- NServiceBus
- WCF
- C#
- TSQL
- SQL Server
- LINQ & Lambda Expressions

- Scrum/Agile Practices
- SVN
- JAMS
- Business & System Analyst

Senior System Analyst & Developer, Medical Card System (MCS)
 San Juan, PR — March 2015-June 2016

I helped developed new modules into an MVC Web Application for the Medical Card System Company. The new modules will help improve the Provider Services experience and allow the company to obtain more Stars towards becoming one of the Top Medicare Companies in Puerto Rico. Worked gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Help obtain Stars towards becoming one of the Top Medicare Companies in Puerto Rico.

Skills

- .NET Framework 4.5
- jQuery
- JavaScript
- WCF
- C#
- TSQL
- SQL Server
- DB2 Server
- LINQ & Lambda Expressions
- GitLab for Ticket System
- Business & System Analyst
- Scrum/Agile Practices
- SSIS & SSRS

Senior System Analyst & Developer, Microsoft Caribbean
 San Juan, PR — July 2014 - March 2015

I helped finish a Windows 8.1 WPF application for the Department of Education of Puerto Rico. We used technologies like C# along MVVM. The application teaches the student by means of playing with the application. It also records the student's scores of each activity, and he can visualize his ranking against other students. The teacher module provides access to see his students and schools ranking. He also can view the activities done by his students and see the actual responses he made to each question. The State module provides means of maintaining the data of the application like creating new students, new activities. Helped gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Help Improve Students' Knowledge of Math by means of Playing

Skills

- WPF Application
- Agile & Scrum Methodology
- .NET Framework 4.5
- Entity Framework
- WCF
- MVVM Methodology
- PRISM Framework
- XAML
- C#
- TSQL
- MS Azure
- LINQ & Lambda Expressions
- Scrum/Agile Software Design Practices

- Business & System Analyst
- Developing, Testing of Final Solution & Documentation

Senior System Analyst & Developer, Medical Card System (MCS) San Juan, PR — April 2014 - July 2014

I helped complete an MVC Web Application for the Medical Card System Company. This application will provide means to the MCS Service Providers to register and access areas of the application accordingly to the access levels assigned to each user role. Areas like Claims, Referrals, Document Catalogs, and Eligibility among others. Also, helped gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Reduce the volume calls to the Call Center with features that now each provider can do or check by themselves.
- Provide a faster and better solution for MCS Service Providers
- Help reduce the phone calls to the call center with issues and other matters.

Skills

- .NET Framework 4.5
- jQuery
- JavaScript
- WCF
- C#
- TSQL
- SQL Server
- DB2 Server
- LINQ & Lambda Expressions
- Scrum/Agile Practices
- Business & System Analyst
- SSIS & SSRS

System Analyst & Developer, Medical Card System (MCS) San Juan, PR — January 2014- April 2014

I helped finish an ASP.NET MVC Web Application for the IT Department. The application was an Activity Register web application to coordinate activities for the clients. Also provide means of generating reports of cost per activity to provide proof to CMS. CMS is a compliance company that regulates companies like MCS. I also developed an MVC Web App using VS2013 and Framework 4.5.1 to help the Operations Department to transmit claims files to their destiny. The application logs all that happen with each file and also provide means of reprocess files again if necessary. This application updates and creates data in the AS400 DB2 iSeries Database in the process. Also, helped gathering requirements for ticket documentation with detail analysis of the scope of work and test scenarios required.

Accomplishments

- Reporting Tool for CMS
- Activity Coordination Web Application
- CMS Compliance Measurement with the Solution

Skills

- ASP.NET MVC C#
- IBM Data Studio 3.2.0 (like SQL Manager but for DB2)
- Entity Framework
- SQL Server
- Developing, Testing of Final Solution & Documentation
- Business & System Analyst
- Scrum/Agile Practices
- SSIS & SSRS

System Analyst & Developer, Triple-S (Blue-Cross Blue Shield)

San Juan, PR — January 2011- January 2014

The three years I spent working for this client I provided them a web-based solution for their need to provide employee hours in the more straightforward manner possible. In the past they had to enter manually into an Access database in order to upload them to the financial system. The solution I developed, now provides each employee individual means of providing their timesheet into a system that later uploads that data into the financial system (SAP) to distribute employee costs.

Accomplishments

- Integration of Applications
- Mechanization of manual tasks
- More efficient way of providing timesheets from employees.

Skills

- ASP.NET Web Forms
- VB.NET
- SQL Server
- Dev Express
- Testing & Documentation
- TFS
- SSIS & SSRS

Business Analyst, MMM Holdings

San Juan, PR — January 2010 - January 2011

Obtaining their trust and complete tasks was the outcome of this position. I became the liaison between the business and the IT department. I gather all the necessary requirements from the client and then translate them into a design with the recommended solutions for it. Managed over 30 different projects, small and medium size and followed them until completed. Not possible was not an option for me.

Accomplishments

- Improvement of Current Case Management System
- Ease of Use for their current System
- Completed Solutions of their needs.

Skills

- SharePoint (Project Management Tool)
- Visio (Design)
- MS Word (Documentation)
- Testing of Final Solution

System Analyst & Developer, Universal Insurance

San Juan, PR — January 2009- December 2009

Provide solid interfaces for vast applications need was my sole purpose for this client. Maintenance of Visual Basic 6 applications was my main task at this client. Also provide solutions in ASP.NET Web Forms.

Accomplishments

- Automation of processes

Skills

- VB6
- ASP.NET
- SQL Server, Oracle
- Crystal Reports
- Testing of Final Solution & Documentation

DBA, System Analyst & Developer, Pfizer Pharmaceutical

Barceloneta, PR — January 2008- December 2008

I helped in the implementation of Catalyst Software. In order to achieve this, I had to create different databases, interfaces in order to move data from one system to

another using Integration Services. Development of reports using Crystal Reports. Development of an Web Base solution to view the reports in an easy manner for end users that doesn't have Crystal Reports on their machines.

Accomplishments

- Automation of processes
- Interfaces Creation
- Seamless Data Transfer

Skills

- ASP.NET
- Integration & Reporting Services
- SQL Server, Oracle
- Crystal Reports
- Testing of Final Solution & Documentation

System Analyst & Developer, Evertec

Cupey, PR — January 2007- January 2008

I helped the company to provide their clients means of presenting their invoices digitally.

Accomplishments

- Automation of processes
- Interfaces Creation
- Seamless Data Transfer

Skills

- ASP.NET
- Web Services
- SQL Server, Oracle
- Testing of Final Solution & Documentation

System Analyst & Developer, ASC

Guaynabo, PR — January 2006- January 2007

Completion of their current web application is what I accomplish to this company. Maintenance and modifications of their JAVA web application.

Accomplishments

- Completion of the Web Application

Skills

- JAVA
- DB2
- IBM Web Sphere
- Testing of Final Solution & Documentation

System Analyst & Developer, Pfizer Pharmaceutical

Barceloneta, PR — January 2005 - January 2006

Developing a reporting tool web portal was my goal. I developed a portal for report generations using ASP.NET

Accomplishments

- Completion of the Web Application
- Completion of all the necessary reports for the portal.

Skills

- ASP.NET
- SQL Server (Design & Development)
- Crystal Reports
- Testing of Final Solution & Documentation

System Analyst & Developer, Labor Department

San Juan, PR — January 2003- January 2005

The mechanization of the non-occupational disability insurance program was our

goal. This solution has its own workflow engine to help each case flow through all the different stages of the case.

Accomplishments

- Automation of SINOT Service
- Reduction of process time for the services.

Skills

- ASP.NET (VB.NET & C#)
- SQL Server (Design & Development)
- Crystal Reports
- Testing of Final Solution & Documentation

System Analyst & Developer, MonsterCommerce.com

Barceloneta, PR — January 2002 - December 2002

We worked for an e-commerce company in San Diego California as a Custom Developer using ASP and MS Access as the database. My duties were to assist current customer in achieving their needs accordingly to their specifications. The company has already in place a front-end of an e-commerce store and the client rents the hosting and they manage their site within their own browser. I come in when they request specific customizations that the current application doesn't support.

Accomplishments

- Completion of Projects Never Completed
- Customizations of Clients Requests

Skills

- Classic ASP
- MS Access
- Crystal Reports
- Testing

System Analyst & Developer, Pfizer Pharmaceutical

Barceloneta, PR — January 1997- December 2001

I helped create a Data-Mart for the end-users at Pfizer Pharmaceutical to be able to create statistical reports.

Accomplishments

- Data-Mart Database Design
- Reports Creation

Skills

- ASP.NET
- SQL Server (Design & Development)
- Crystal Reports
- Testing of Final Solution & Documentation

Business Analyst, Puerto Rico Hospital Supply

Carolina, PR — January 1996- January 1997

My major responsibility was Identified future technology strategies which were consistent with Puerto Rico Hospital Supply, Inc. and Customed Inc. business objectives -- improving customer service, expanding manufacturing capabilities, supporting a more global sales and marketing work force, improving material visibility and reducing material obsolescence, and reducing overall operating costs 500K while improving operating efficiency to 50 percent.

Accomplishments

- Customer Service Improving
- Manufacturing Expansion

System Analyst & Developer, Corplan Inc.

Hato Rey, PR — June 1995 - January 1996

To reduce the time to bill all medical plans for the services provided from 90 days to a week or so was our goal. We proposed and document imaging solution that not only will store the documents images but will validate which documents were missing in order to be able to generate the bill. This solution was a client-server application that will provide the property historians an easy way of looking properties documentation to make their analysis reports for the mortgage companies in Puerto Rico.

Accomplishments

- Billing Cycle Reduction
- Error in Billing Reduction

Skills

- PLESK 4GL
- Informix

System Analyst & Developer, Corplan Inc.

Hato Rey, PR — June 1993- June 1995

Mechanization of the Property Registry process was our task. We designed and developed a custom solution using document management, optical drives and UNIX stations. We convert all physical documents into images so they can be accessed directly from any of the stations.

Accomplishments

- Expediting of Property Registration
- Fast Access to Properties Information

Skills

- PLESK 4GL
- Informix

Education

University of Puerto Rico Mayaguez Campus

Bachelor's Degree — 1986-1993

Major: Engineering

Concentration: Computer

Skills

- **Communication Skills:** Fully bilingual (English & Spanish) Ability to express ideas clearly, and concisely. Good technical writing skills, capable and willing to teach. Ability to give presentations in front of large groups of people. Experience teaching peoples how to use Microsoft's Packages (MS Office).
- **Teamwork:** Experience working in-groups, both in leading and not leading positions. Born leader. Problems solving knowledge
- **Analytical Capacity:** Ability to understand complex ideas fast and come to a well-reasoned conclusion. Good standardization of application development and database design. Logical and physical data modeling.
- **Programming Languages:** ASP.NET Web forms, MVC, C#, VB.NET, VB6, PHP, Classic ASP, JavaScript, AJAX, Ruby on Rails, Angular JS, VBScript, SAP-Connector, GIT, jQuery, React-JS, Ruby on Rails.
- **Programming Databases:** SQL Server 2000+, Oracle 8e+, MySQL, SQLite.
- **Operating Systems:** Windows, MAC OSX, Linux
- **Software Packages:** Adobe Creative Suite CS+, MS Visual Studio, MS Office, Crystal Reports, MS Visio, Microsoft Analysis, Reporting and Integration Services, DevExpress

References

- **Tim Thackaberry (Alius IT Director) - (505) 379-2386**
- **Josep Rivera (Puerto Rico) – (904) 504-1653**
- **Patrick McGouirk (HICV) – 850-218-6710**