

# Nestor Santiago

[www.NestorSantiagoWebDev.com](http://www.NestorSantiagoWebDev.com)

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## *A IT professional with proven skills in Software Engineering and Business Analysis*

- BS in Industrial and Systems Engineering.
  - Experience in systems implementation and training.
  - Web Development training and experience.
  - Familiar with product management process.
  - Excellent presentation and communication skills.
  - Process Analysis and Re-engineering.
  - Experience in systems analysis and design.
  - Quality Assurance, Testing and Validation.
  - Adept at requirements determination.
  - Hard working, multi-tasking, leadership.
  - Background in economics and business.
  - Entrepreneurial attitude.
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### **TECHNICAL SKILLS**

**Operating Systems:** 7, Windows Server 2003-2012,

**Languages:** C#, VB, ASP, .NET 2-4.5, MVC, JSON, XML/XSLT, Ruby on Rails, Javascript (Classic, Prototype, JQuery), HTML5(CSS3, Bootstrap, Foundation), PLSQL (Oracle), T-SQL(MSSQL)

**Applications:** Microsoft Visual Studio 2005-2012, Microsoft SQL Server 2005-2015, TFS, SQL Developer for Oracle, NetBeans IDE 6.9.1 and RubyMine 3 (RoR dev), pgAdmin (RDBMS), Firebug

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### **PROFESSIONAL EXPERIENCE**

**WellCare, Inc.,** Tampa, FL

**Sr. Software Engineer, IT Core Processing and Correspondence** September 2015 – present

- Industry
  - Health Management - Corporate Communications Management
- Technologies
  - Windows Web/Native Development - Proficient
    - Microsoft Visual Studio 2010-12 – C#, VB, ASP.Net, T-SQL, HTML, CSS, Javascript, Bootstrap, JQuery
    - Microsoft SQL Server 2008 Management Studio
    - Oracle 11g-12c
    - MarkLogic NoSQL/NonRDBMS
  - SDK Libraries & Auxiliary Systems
    - ISIS Papyrus - Communication and Process Platform
- Served as Team Lead and Architect
- Architected end-to-end business process technology
- Managed contractor resources and allocation
- Designed work execution plans for application/functionality delivery release schedules
- Designed and built business process enabling Web User Interfaces and Operations Dashboards
- Designed and built Web services and API's to support Customer Communications Platform Integrations
- Designed and built services to support ERP system and operations
- Designed and built Utilities for application object extraction
- Designed and built SSIS applications and packages for data extraction, synchronization and loading
- Re-architected, Modified and maintained application libraries (dlls) designed for ERP system customization

**Pilgrim Quality Solutions, Inc., Tampa, FL****Sr. Consultant, Technical Services Unit**

March 2014 – September 2015

- Industry
  - Software Vendor – ERP – Quality Management – Life Sciences
- Technologies
  - Windows Web/Native Development - Proficient
    - Microsoft Visual Studio 2010-12 – *C#, VB, ASP.Net, T-SQL, HTML, CSS, Javascript, VBScript*
    - Microsoft SQL Server 2008 Management Studio
  - SDK Libraries & Auxiliary Systems
    - IIS 7+
    - Telerik/RadControls for ASP.Net
- Built services to support ERP system and operations
- Built Utilities for application object extraction (through Crystal Reports engine)
- Built SSIS applications and packages for data extraction, synchronization and loading
- Upgraded multiplatform integrated application
- Deployed utilities and services for integrations with 3<sup>rd</sup> party partners/vendors
- Re-architected, Modified and maintained application libraries (dlls) designed for ERP system customization
- Documented unit testing protocols for various levels of software/libraries (dlls) developed for application support
- Developed object migration protocols
- Developed application validation QA protocols
- Directed customer interaction and requirements gathering sessions (Agile)
- Supported deployments to production environment
- Achieved revenue generating targets for each of the quarters

**HSN, Inc., St. Petersburg, FL****Software Engineer**

February 2012 – March 2014

- Industry
  - Retail – Telecom – Web Development
- Technologies
  - Ruby on Rails web development tools - Proficient
    - Microsoft Environment – Ruby, Rails, T-SQL, *HTML, CSS, Javascript*
    - In house DB reporting application
  - Windows Web/Native Development - Proficient
    - Microsoft Visual Studio 2010-12 – *C#, VB, ASP on .Net, MVC, T-SQL, HTML, CSS, Javascript*
    - Microsoft SQL Server 2008 Management Studio
    - Toad For Oracle 10.6
    - Eclipse – Java, Telephony plugins
  - SDK Libraries & Auxiliary Systems
    - IIS 6+
    - Telerik/ RadControls for ASP.Net
    - Genesys 8.x
    - IBM's MQ v7
    - .NET Business Objects BI – SAP SDK
- Built web services to support business critical web applications
- Use Agile Software Development principles to develop an application modules

- Created, modified and maintained production system level application code and all associated code modules for low to high revenue generating applications
- Re-designed, Re-architected, integrated and stabilized an artificial intelligence suite of smart applications to deliver account specific messages directly to customer
- Designed, built and deployed from ground up a UAT environment(s)
- Supported deployments to production environment
- Produced user documentation for various modules within the application

**Florida Natural History Museum -University of Florida, Gainesville, FL****Analyst Programmer**

November 2010 – February 2012

- Industry
  - Scientific Research – Bioinformatics – Web Development
- Technologies
  - Ruby on Rails web development tools - Proficient
    - Linux(Ubuntu) environment
    - RubyMine 3.2.2 and NetBeans IDE 6.9.1
    - pgAdmin III (SQL DB management tool)
  - Javascript – Prototype (and some JQuery) libraries for client side object rendering, automation, validation and data processing
    - Paperclip(file uploading)
    - LiveValidation(client-side form validation)
    - Other widget technologies for catalog, data display and pagination
  - Firebug web development inspecting tool
  - Subversion version control
- Use Agile Software Development principles to develop an application module for scientific research bioinformatics data to be entered and managed within an already existing project
- Produced user documentation for various modules within the application
- Produced user-acceptance testing documentation

**Yara North America Inc. - Contract/Consulting, Tampa, FL****Consultant - Business Analyst**

July 2010 – August 2010

**Pilgrim Software Inc., Tampa, FL****Implementation Consultant / Project Lead / Engagement Manager**

July 2007 – July 2009

**EDUCATION****University of Florida, Gainesville, FL*****BS in Industrial and Systems Engineering, 2007*****LANGUAGES**

Spanish

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Keywords: Software Engineering, Architect, Web Development, Programmer, Developer, Analyst, Systems Analyst, Business Systems Analyst, Consultant, Product Management, Technical Analyst, Process Analyst, Associate, Systems Design Analyst, Product Development, Quality Assurance, Validation Specialist