William E Mendoza

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Qualification Summary

I am a senior software engineer with over 20 years of experience specializing in building and managing software solutions. My experience includes cloud solutions, data transformations, API integrations, and web technologies. I was recognized for my proficiency in leading cloud development, designing and scripting databases, and my expertise in creative solutions for life sciences companies. A proactive and self-motivated professional with excellent communication and leadership skills.

Skills

- AI Tools: Copilot, OpenAI, Adobe Sensei.
- Management: Leadership, Communication, Decision-Making, Problem-solving, time management, adaptability, emotional intelligence, strategic thinking, team building, and negotiation skills.
- Database: SQL scripting, Data Transformations, API integrations, and Database Design.
- Front End Technologies: HTML, CSS, JavaScript, XML, JSON, Blazor
- Back End Technologies: PHP, C#, Python, and Java.
- Cloud Platforms: Microsoft Azure, and AWS.
- Other Technologies: AI, Veeva SDK, Docker, GitHub, Power BI, and Tableau.
- Additional Skills: Bilingual (English and Spanish)

WORK EXPERIENCE

BST Global   **Senior Software Developer**   **Tampa, FL**

Senior Full Stack Developer   **05/2024 – Present**

- Implement fast-paced development with AI tools.
- Continuously refine and improve code quality through code reviews and best practices.
- Experiment with new tools and technologies to stay ahead of the curve and drive innovation.
- Mentor junior team members and foster a culture of continuous learning and growth.
- Estimate work products while ensuring compliance with standards and best practices.
- Create and Optimize SQL complex joins, subqueries, aggregations, and window functions.
- Maintain and update SSRS reports.
- Implement test-driven development when possible.

Krypto IT   **Freelancer**   **Boca Raton, FL**

Senior Full Stack Developer   **01/2020 – 05/2024**

- Create data visualizations using Power BI.
- Create a web portal using C# Net Core to keep track of prospects, customers, and projects.
- Design and architect Databases with SQL Server.
- Architect a solution in C# to automatically print from Woocommerce when orders are paid.
- Manage outsourcing projects for custom development.
- Maintain and update SSRS reports.
- Build a full-stack payment system for monthly subscriptions using C# and Microsoft Azure that integrates with Adobe Cloud for PDF invoicing.
- Outsource IT projects and tasks.
- Manage AWS and Azure environments.

Veeva Systems   **Remote**   **Pleasanton, CA**

Senior Technical Consultant   **01/2021 – 02/2024**

Project Management: worked closely with clients and their teams to properly assess timeframes and deliverables.
- Created reusable, robust, reliable, and cost-effective solutions that saved **more than $28,000.00 on future projects**.
- Coordinated meetings to learn existing processes and gathered requirements to create workflows and timelines of deliverables.
- Evaluated the work needed to complete the application lifecycle by breaking the project into deliverable units.

Developer: Built solution designs based on requirements within budget and timelines.
- Saved **2 million dollars a year** by integrating medical trial software that prevents human error duplicate entries.
- Modified integration scripts that will result in a reusable process that will **reduce development hours by 20%.**
- Adapted to requirement changes and budget adjustments by creating cloud solutions that would easily adapt to modifications.

Cloud Engineer: Developed creative solutions using AWS services and best practices for data migrations and integrations that are scalable and within budget.
- Programmed **over 20 lambda functions** and **designed over 50 MySQL databases** for ETL processes.
- Created workflow charts, documentation, and test plans for user acceptance testing (UAT).
- Monitored integrations by creating status reports and flash reports based on logs.

Advisor: Offer expertise in Veeva Systems implementation and best practices to customers when solutions are under client ownership.
- Created and presented demonstrations on how to properly call the API and answer questions related to API limitations.
- Raised concerns to the customer when their planning hit the limitations of the API and provided solutions or alternatives to challenges.
- Spearheaded a customized safety integration project from inception to delivery.

Veeva White Belt Certified: Fine-tuned existing Veeva SDK custom scripts that run based on user actions throughout the application.
- Standardized the use of the SDK by creating libraries that reduce trigger development **from 40 hours to 8 hours a week**.
- Built the .Net Nuget Package for API integration projects **saving development time by 30%.**
- Modified **over 100 triggers** improving execution time **from 20 seconds to 1 second**.
- Managed and develop triggers for CTMS and CDMS for multiple clients to prevent human error.
- Integrated non-Veeva EDC systems with CTMS to centralize data management.

Ledgex Systems   Remote   Boston, MA

<u>Lead Technical Consultant</u>   07/2012 – 11/2020

Management: Oversaw the professional services department of a hedge fund software called Ledgex by estimating resources, hiring personnel, training peers, handling escalations, and planning application lifecycles.
- Negotiated billable hours with clients, offering a discounted set of hours when purchasing a block in advance, **increasing company revenue by 80%.**
- Hired and trained data analysts on the proper use of SSRS and querying SQL Server data to prevent locks.
- Developed a coverage plan for escalation issues to provide fast resolution.

Full Stack Developer: Developed and maintained a full stack MVC investor portal that would integrate with Ledgex for investor access.
- **Reduced escalations by 60%** programming application health check reports.
- Reviewed, approved, and denied code pull requests using GitHub to keep best practices and code readability.
- Reimagined front-end controls using Telerik tools for a better user experience.
- Designed the backend with C#, SQL Server, and Dapper for CRUD operations using stored procedures, views, and functions.

Cloud Engineer: Built a serverless reporting solution with Power BI and SSRS embedded in the application dashboards for data visualizations.
- **Increased productivity by 30%** by creating report templates for custom report offerings.
- Created connectors and **over 20 API** endpoints for SSRS consumption and data visualizations.
- Implemented Power BI over other reporting solutions such as Tableau, and Crystal Reports by researching and learning their compatibility with Ledgex.
- Developed Azure functions using C# for data migrations and scheduled tasks.

Team Player: Teamed up with the product developers to create enhancements to the application that would benefit client integrations and professional services.
- Collaborated in the Ledgex API development for reporting consumption and data migrations.
- Added storyboards and contributed to scrum meetings when needed.
- Crafted proof of concept modules and enhancements for future application features based on customer needs.

Previous Positions

01/2012 – 06/2012 - Data Analyst: Create multiple SSIS packages at Eliza Corp to import files into SQL Server for the voice recognition software.
- Built a .Net full stack application dashboard that would connect to SSIS packages to report on failed packages to **reduce over 1000** email notifications from packages.
- Developed **over 50 SSIS** packages to load data into multiple databases for multitenant clients.

11/2010 – 11/2011 - Developer: Built a complex API application to support front-end applications Mobile and Web for VPX Pharmaceuticals.
- Maintained, supported, and extended the ASP.Net e-commerce website.
- Build administrative web pages for other departments to add web content.
- **Developed a SQL Server database** based on business workflow for the API.

11/2008 – 09/2009 - Developer: Built a reporting solution for IDN.
- Created multiple Business solutions by implementing SSRS, ETL, and SSIS to be accessed through an intranet website.
- Supported existing Crystal Reports by creating and optimizing reports and T-SQL queries.
- Created an intranet website using VB.net and ASP.Net technology implementing sitemaps, master pages, JavaScript, AJAX, CSS, and IIS.

01/2007 – 10/2008 - Configuration Specialist: Provided 3rd-level support for Campus Vue application at Kaplan University
- Configured the student portal **for 100 campuses** so students can log into their classes online using .net technology while providing application support over the phone.
- Modified Crystal Reports with SQL statements when needed.
- Used various SQL tools to find and fix issues and create T-SQL scripts to fix application errors.

Certifications

- 2021, 2022, 2023, and 2024 Veeva White Belt certification

Education

American Intercontinental University   Weston, FL

- Bachelor of Information Technology specializing in programming.

Advisory Roles

Keiser University   Pembroke Pines, FL