

Fredy Rolando Corea

12365 SW 255th Terrace, Homestead FL, 33032

Phones: 305 809 0938, 786 473 0207

fredycorea@egstek.com, fredycorea@hotmail.com

<https://www.linkedin.com/in/fredy-corea-0062482b/>

<https://fredycorea.github.io/MyPortfolio/Index>

Professional Experience

Global Benefits Group, Inc

27422 Portola Parkway, Suite 110

Foothill Ranch, CA 92610 USA

March 2. 2020 – January 10th, 2021

Applications Support Engineer

Technology used: Visual Studio 2013, C#, **SQL Server**, IIS, Angular JS, Manage Engine Help Desk, MS Teams

GBG provides insurance services to international employees, students, and multi-national corporations. It has offices for the European, Asian, and Latin American Market.

I was assigned to provide first level support to all the personnel assigned to the Latin American market. Daily, I will pick up cases related to that area, investigate the nature of the problem based on the training received, or confer with the internal clients.

- Assess the issue and correct the priority level if necessary, based on the service-level agreement (SLA)
- Investigate the issue at a high level by trying to recreate it in the corresponding portal.
- Investigate the issue and low level in the database.
- Find the root cause of the issue, based on the results. Upon agreement with the internal client, decide if the issue can be closed, a workaround to be rehearsed, or eventually escalate it to a technical specialist.
- Take ownership of each assigned issue and follow it until a solution was provided to the internal client.
- Perform simple queries on the databases to extract ad-hoc reports not being provided by the portals.
- Monitor and investigate portals latency when needed.
- Participate in a weekly team meeting to evaluate the SLA status and share previous experiences.
- Participate in the analysis and coding of new features to one of the portals.
- Code review

Oracle America, Inc.

6505 Blue Lagoon Dr, Miami, FL 33126

May 2nd, 2016 – February 13th, 2019

Software Developer Level 5 and Functional Architect

Technology used: vb6, Visual Studio 2013, VB.NET, C#, Oracle 11g, IIS.

Participate in the maintenance and enhancements for the following modules from the Oracle Hospitality (Fidelio Cruise Software) suit:

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- MMS: Ship Material Management: inventory and purchasing system for shore and ship side.
- DMS: used to manage onboard guests' reservations for the restaurants.
- Events Management: Shipboard Events schedule and organization.
- Tickets: point of sales for excursions tickets onboard the ships.
- Exchange: point of sales for Currencies onboard the ships
- Casino: point of sales for the Casinos onboard the ships.
- Medical: POS for Hospital onboard the ships
- Universal Interface: used to interface the entire suit to third-party applications.
- Crew: Module to manage crewmembers onboard ships.
- SPA: POS and reservation for onboard SPAs.
- Transactions Services: Web Services for third-party software.
- DB Installer: to update the application's dB in an automated and controlled fashion.
- SPMS Property Management System for the ships.
- SPMS – OPI: interface to the Oracle Payment Interface (OPI), application to process credit card transactions.
- Code SPMS Enhancements related to the Norwegian Taxes Reform
- Code SPMS Enhancements for the GDPR changes in the whole suit
- Create Inventory of all RESTful microservices for the whole suit
- Assist in coding conversion modules from VB6 to .NET.

Randstad-Contract for ORACLE

701 Waterford Way #720, Miami, FL 33126, USA

June 26th, 2015 - May 1st, 2016

Lead of Development and Developer

Technology used: Visual Studio 2013, VB. NET, C#, Oracle 11g, PL-SQL,

- Continue further enhancements and sustaining engineering for the Crew Management and Scheduler System.

Fidelio Cruises GmbH

Borselstrasse 16c, Hamburg, D-22765, DE

April 1st. 2006 - June 25, 2015

Lead of Development and Developer.

Technology used: Enterprise Architect from Sparks, Visual Studio 2013, VB.NET, C#, Oracle 11g, Toad, for Oracle, PL SQL, XML, XSD, Redgate ANTS Performance Profiler, JetBrains . NET Memory Profiler, SAP Crystal Report, DevExpress components

Analysis, design, architecting, leading and coordination of tasks with the shore and ship side teams, using lean methodology.

- Design and partially code the Data Gateway System (DGS), an interface for real-time data synchronization via satellite with the ships and headquarters.
- Design and developed the Res-On-Line framework: a back-end interface used to synchronize cruise reservations data between headquarters and the entire fleet of ships in almost real-time.
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- Develop a Web Services based Interface for the Material Management System.

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- Design and partially code the Crew Management System: a distributed complex system with capacity to manage hundreds of thousands of human resources, remotely synchronize the data with the entire fleet via satellite, interface to payroll, future schedules of crew movements up to one year and a half manually or automatically generated taking in consideration cost and quality factors.
- Model and implement the entire database for the Crew Management System, and ResOnLine interface.
- Design the Data Gateway interface: Used to synchronize data between shore and the entire fleet and vice-versa.

Costa Cruise Line NV

September 1999 – 2005

Analyst/Programmer

Technology used: MS Visual Fox Pro, **SQL Server**

- Analysis, design, coding, and implementation of the Human Resources Master
An application used at the headquarters in Italy to recruit and manage the rotation of the entire crewmember's fleet wide.
- Analysis, design, coding, and implementation of the Payroll Master
An application used at the headquarters in Italy to manage the payroll of the entire crewmember's fleet wide. The whole project was modeled using Visio Enterprise 2000 UML and the database with **SQL Server** 2000.
- Project management and design of interfaces between HR Master Payroll Master and the Formula Accounting system in Italy
- Requirement analysis and implementation of Privacy and Sarbanes/Oxley compliance for the PR Master Payroll application.
- Management of project to create the interface between the Italian and German payroll system applications in use by AIDA Cruise Line
- Design and development of SelectionMT101
A parser application needed to extract payroll data for the entertainment crew managed by Selection Spa. This application generates an MT101 compliant file to be loaded into the bank's web link for automated payments.

Zerbone Catering of Italy, Inc.

Sep./1996 - 1999

Programmer Analyst

Technology used: MS Visual Fox Pro, MS SQL database server.

- Analysis and project leading of the Multiple Bids Purchasing System
An advanced application was created to expedite the process of buying goods at the lowest bid, saving millions of dollars yearly.
- Analysis, design, and implementation of the MD Master, and advance Risk Management application created to keep track of incidents and medical treatment for crewmembers and passengers.
- SBT Accounting Maintenance and customization: interfaces with the crewmember's payroll system

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Zerbone Catering SRL, Italy

Jan. 1994 – Sep. 1996

Programmer Analyst

Technology used: MS Visual Fox Pro, **SQL Server**

This application enhanced the process to calculate the cost of goods and improved the process of materials order from ships. Calculates and delivered the per-diem pro-capita food and beverages consumption cost weekly in an effortless fashion. Used to maintain the operations costs within the profitable ranges.

Work Experience and Technical Skills

Accounting Applications customization and interfaces,
Resources Planning,
Static Code Analyzer with HP Fortify,
Software Architecting with Enterprise Architect,
VB. NET Programming Language,
VB6 Programming Language,
Oracle Database Modeling,
MS SQL Database,
XML, XSD, HTML, HTML5, CSS3,
Methodologies: UML, Agile, Lean,
Unified Modeling Language

Material Management Software
Payroll Systems
Performance Profiler with ANTS Redgate,
JetBrains . NET Memory Profiler.
Net C# Programming Language,
Visual FoxPro, Java,
Oracle SQL Developer, PL/SQL,
Micro Soft Visual Studio IDE
Confluence, JIRA, , SAP Crystal Report
Rapid Prototyping

Formal Education and Informal Training

Strayer University:

Bachelor of Science Information Technology, Graduation: June 2020

Self-Training

Learning Transact-SQL
Oracle Database 12c Advanced SQL
ASP.NET Core Razor Pages
Entity Framework Core
Building Applications with Angular
Angular Essential Training
Mastering Microservices with Java
HTTP Essential Training

Developing Microsoft SQL Server 2016 Databases
ASP.NET Core New Features
ASP.NET Core MVC
ASP.NET MVC 4 Essential Training
ASP.NET Core and Entity Framework Core
AngularJS 1 Form Validation
API Test Automation with SoapUI
Learning ASP.NET

University of Miami - NGJ Information Systems Institute, Miami, FL:

Client/Server Computing, Fundamentals Intermediate Visual Basic, Introduction to TCP/IP, Data Communications & Networking, Relational Database Design & Implementation, Software Project Planning, Object Oriented Analysis & Design

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References

Shyam Medandrao

GBG - Director of Information Technology

shyam.medandrao@gbg.com

Teri Frank

GBG - Human Resources Department

teri.frank@gbg.com

Antonius Heuer

Co-Founder and Managing Director at Otalio GmbH

Hamburg Uhlenhorst, Hamburg, Germany

aheuer@otalio.com

David Maier

Otalio GmbH

Hamburg Uhlenhorst, Hamburg, Germany

dhmaier@hotmail.com

Jason Grant

Vice President, Fleet Information Technology at Holland America Group

Greater Seattle Area

JGrant@HollandAmericaGroup.com

Jorge Lopez

Director, Fleet IT Systems and Guest Technology

Miami/Fort Lauderdale Area

jorge569@bellsouth.net

Soft Skills

Change Agility adaption, Collaboration Communicating for Impact, Competitive Edge, Mastering Complexity, Analytical Skills, Critical Thinking Skills, Performance Drive & Execution. English: speaks, read and write, Spanish speaks, read and write, Italian speaks and read.

I can produce excellent results without the need for constant supervision. With decades of experience, I developed a keen sense of responsibility and self-control and the capability to achieve given goals. But I also retain that teamwork is crucial nowadays in business and the information technology worlds. I enjoy when all parts come together due to the process of working collaboratively with a group of people to achieve success.

While working with small companies, I learned to develop the capability to be multifaceted; if the company needs me to participate in several aspects of a project, I am always open to the experience.

Being a team player, I am always looking for alternatives to bring added value to the group, and always willing to help other mates when needed. I am also open to suggestions from collaborators and always

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willing to compromise when needed. I retain it is essential to listen to other people's opinions and integrate their ideas and recommendations in possible ways.