Fredy Rolando Corea

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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. Tortoise

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

- 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, Team Foundation Server

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.
- Develop a Web Services based Interface for the Material Management System.
- 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 flee 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 Maser 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

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,	Material Management Software
Resources Planning,	Payroll Systems
Static Code Analyzer with HP Fortify,	Performance Profiler with ANTS Redgate,
Software Architecting with Enterprise Architect,	JetBrains . NET Memory Profiler.
VB. NET Programming Language,	Net C# Programming Language,
VB6 Programming Language,	Visual FoxPro, Java,
Oracle Database Modeling,	Oracle SQL Developer, PL/SQL,
MS SQL Database,	Micro Soft Visual Studio IDE
XML, XSD, HTML, HTML5, CSS3,	Confluence, JIRA, , SAP Crystal Report
Methodologies: UML, Agile, Lean,	Rapid Prototyping
Unified Modeling Language	

Formal Education and Informal Training
Strayer University:
Bachelor of Science Information Technology, Graduation: June 2020

Self-Training

Learning Transact-SQL	Developing Microsoft SQL Server 2016 Databases
Oracle Database 12c Advanced SQL	ASP.NET Core New Features
ASP.NET Core Razor Pages	ASP.NET Core MVC
Entity Framework Core	ASP.NET MVC 4 Essential Training
Building Applications with Angular	ASP.NET Core and Entity Framework Core
Angular Essential Training	AngularJS 1 Form Validation
Mastering Microservices with Java	API Test Automation with SoapUI
HTTP Essential Training	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

References
Shyam Medandrao

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Teri Frank
GBG - Human Resources Department
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Antonius Heuer
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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 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.