

Juan C Alban Franco  
264 Morning Glory Drive, Lake Mary Florida 32746  
(407)758-3370  
Juan.Alban.Franco@gmail.com

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**Education:** University Of Central Florida  
Major: Bachelor of Arts in Political Science with a focus on International Relations  
Minor: Applied Mathematics and Computer Science

**Key Strengths**

**Communications**-I can articulate complex issues clearly and confidently, and I can adapt personal communication styles to different settings and individuals; Fluent in English and Spanish

**Relationships**-Strong interpersonal skills that create positive and trusting relationships throughout firm and client organizations; I can relate and connect easily in a diverse environment.

**Problem solving**-I can isolate and focus on the most critical issues and challenges; develop viable solutions to complex problems using analytical approaches; structure and organize the program of work to deliver desired results and benefit

**Leadership and development**-I work well with leaders and their different operating styles; enjoy building and working with teams; provide a climate that is conducive to eliciting optimum commitment and participation.

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## Experience

### FIS Sr Programmer Analyst/ DevOps Engineer

(8/26/2019 - Current)

- Responsible for developing various reporting tools as the database subject matter expert for our team, including architecting a billing solution for Account Open.
- Developed database monitoring solution allowing our production support team access to have semi realtime database monitors through Splunk.
- Architected and implemented an automation solution through Jenkins and Groovy that provided a "one stop shop" platform for our engineers to use with their scripts. This project allowed our engineers to write code that would run automatically within an OpenShift pod provisioned by Jenkins.
- Hands on experience with Kubernetes using OpenShift, Helm and docker.
- Worked daily with the following technologies: Jenkins, Bash, PowerShell, Groovy, Oracle (PI/SQL), MSSQL, OpenShift, Helm, BitBucket, VSCode.

**DaVita Labs: Software Developer/Reporting Lead**

**(12/6/2018 - 8/26/2019)**

- Developed new .NET applications and modernized legacy application to support the opening of the worlds largest automated lab (DaVita Labs).
- Provided support for and upgraded backend .NET applications and windows services to meet client needs.
- Hands on Agile experience using Microsoft Team Foundation Server (TFS) as source control as well as our scrum task board.
- Backend database work in both Microsoft SQL Server (MSSQL) as well as Oracle (PI/SQL).
- Worked daily with the following technologies:C#(.Net), Oracle (PI/SQL), MSSQL, SSRS, IIS, PowerShell, Crystal Reports.

**Volusia County Public School's Information Systems**

**(11/17/2016 - 6/12/2018)**

- Supported legacy .Net code as well as implemented strategies to convert our applications to current .Net frameworks.
- Create, alter, and analyze MS SQL stored procedures and functions to provide support for VCS web applications and reports.
- Provided visual analytical data developing PowerBI dashboards.
- Develop SSIS automation and SSRS reporting solutions based on client needs.
- Lead implementations team in integrating new student information system

**FIS Programmer Analyst**

**(1/3/2016 - 11/16/2016)**

- Responsible for department special projects including high level VBA and SQL programming to develop new reports from raw data.
- Develop personal, efficient, and complex Excel formulas in order to deliver new reporting tools across our team to ensure better performance and minimize errors.
- Monitor transactions through implementation and reviews for accurate and consistent billing month to month.
- Communicate clearly with and provides reporting to Business Units and Finance.
- Initiate system review requests when billing system requires IT investigation and identifies, develops and implements process improvements within existing billing platforms and processes.