



Andres M. Franco

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Technical Certifications:

- Snowflake Data Engineering professional certificate, IBM Data Engineering professional certificate, Salesforce Data Architect, Salesforce Application Architect, Mulesoft Developer level 1, IBM Data Science Professional Certificate, Microsoft Certified Solutions Associate Dynamics 365.

Skills:

- Data Architecture: Design and implementation of data models for integrations with Salesforce Health Cloud
- Snowflake Data Engineering: Architecture and development of data pipelines in Snowflake for healthcare.
- AWS Data Engineering: Design and implementation of data pipelines in AWS using services such as S3, Glue, and Apache Airflow (MWAA).
- Mulesoft data Integrations: Architecture and implementation of Mulesoft data integration applications for healthcare.
- CRM Application architecture: Design and implementation of CRM applications for cloud and on-premises systems
- DevOps: Design and implementation of version control processes, DevOps and pipelines in Azure DevOps and GitHub platforms.
- AI development tools: Experience using AI models for software development. Such as GitHub copilot and Cursor.
- Data bases and Software development: Data base management and development using SQL Server Management studio and PgAdmin. Design and development of software solutions in languages such as Python, JavaScript, C#, Salesforce Apex, SQL and SSRS reports. Exposure and familiarity with other programming languages such as Ruby and PHP.

Professional Experience

Data Engineer, Memorial Hermann Health System; Houston Texas

January 2024 – Present

- Designed a data orchestration strategy in AWS MWAA for data pipelines that integrate data from multiple healthcare systems into Snowflake.
- Migrating data pipelines from on-premises servers to AWS
- Design and implementation of DevOps architecture across all the organization's data pipelines.
- Design and implementation of architectural enhancements for Mulesoft data integrations that integrate data into Salesforce

Senior Digital Product Analyst, Memorial Hermann Health System; Houston Texas

June 2022 – January 2024

- Designed a plan to mitigate the technical debt of all the organization's CRM systems. Implement strategies to mitigate data architecture and data integrations technical debt. Designed the strategy to consolidate the on-premises systems from Dynamics to Salesforce.
- Designed the data model architecture approach to facilitate the migration of data integrations from TIBCO Cloud to Mulesoft.
- Architecture and implementation of DevOps processes in Azure DevOps for Mulesoft data integrations.
- Work with Vendors in the design and implementation of strategies for Mulesoft APIs and data integrations.

Senior Programmer Analyst, Memorial Hermann Health System; Houston Texas

January 2022 – June 2022

- Developed and maintained Data integration jobs between Salesforce and other health care systems.
- Salesforce Health Cloud support as administrator for around 100 users.
- Work with Vendors in the implementation of new features for Salesforce Health Cloud and Marketing Cloud.
- Design the implementation of a vision plan of Enterprise CRM for the Memorial Hermann Health System.

Senior Application Analyst, Memorial Hermann Health System; Houston Texas **December 2018 – December 2021**

- Developed, maintain and document Data integration jobs between Dynamics CRM and other health care systems
- Design and development of custom modules in Dynamics CRM
- Technical support and monitoring of Dynamics CRM requirements for around 300 users from different areas of the hospital.
- Development and maintenance of SSRS reports

Systems Consultant, ADR Technologies; Panama City, Panama **July 2010 - June 2018**

- Led the scoping, requirements gathering, design, and technical implementation of SalesLogix CRM for the Bancolombia Group at the largest bank network in Panama to improve customer support and satisfaction for their 100,000 customers.
- Worked directly with Product Owners, executives, and other stakeholders to convert business requirements into a technical product
- Led SalesLogix CRM post-deployment 24/7 Support team to ensure technical and usability issues are documented, triaged, prioritized, and addressed.
- Created and documented training collateral for over 2,000 users to facilitate rapid understanding of the system and quickly onboard staff to the new interface and capabilities.
- Created and documented the system upgrade plan and procedures for the Infor Sales CRM at the largest gas company in Panama to ensure a seamless cutover and zero business interruption for their 1,000,000 clients
- Technical account manager to support the Latin American branch of Pioneer Electronics. Led the technical design, maintenance, and upgrades for the CRM module supporting the entire Latin American supply chain across 17 countries
- Designed and integrated a full suite Infor CRM system including sales, accounting, legal, and customer support for Procase, a multimillion-dollar developer and provided post-deployment escalation support.
- Development of queries and views in SQL Server databases related to CRM systems.
- Worked in a team of 9 consultants using collaboration tools like Salesforce chatter and Infor CRM ticket module to support and solve the issues reported.

Web Developer, Arango Software International; Panama City, Panama **November 2006 - May 2010**

- Worked with a team of 15 programmers to create a custom backend online financial software that our team implemented in a 10-bank network.
- Development of the front end of an online banking product that consumes core bank webservices for a local bank in Costa Rica, with an online banking that uses more than 250,000 clients.
- Develop new modules in a customer service system for one of the largest telecommunications companies in Panama that has more than 1,000,000 customers throughout the country.

Education

Universidad Tecnológica de Panamá
Bachelor of Science - Information Systems Engineer