

Andres M. Franco

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Professional Experience

ADR Technologies Panamá
Panama City, Panama
Systems Consultant

July 2010 - June 2018

- Led the scoping and 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, working directly with Product Owners, executives, and other stakeholders to turn business requirements to 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.
- Account manager for the Latin American branch of Pioneer Electronics. Led the technical design, maintenance, and upgrades for the customer support CRM system in 17 countries in Latin American and the Caribbean, supporting more than 2 million users, and served as an escalation point for complex CRM application and system issues.
- Designed and integrated a full suite Infor CRM system including sales, accounting, legal, and customer support for Procasa, a multifaceted multimillion-dollar local developer and provided post-deployment escalation support.
- Design and programming of webservices in PHP and MySQL to integrate the client's website with Infor CRM
- Development of queries and views in SQL Server databases related to CRM systems.
- Worked in a team of 9 consultants using collaboration tools like enterprise Skype, Salesforce chatter and Infor CRM ticket module to support and solve the issues reported.

Arango Software International Panamá
Panama City, Panama
Genexus Web Developer

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.

Certifications

MCSA Dynamics 365
Certified Salesforce Administrator
Certified Salesforce Service Cloud Consultant

Programming Languages

PHP	SQL – SQL Server, MySQL and PostgreSQL
C#	Ruby on Rails
Java	JavaScript - NodeJS, Express, jQuery, AngularJS, VueJS.

Education

Universidad Tecnológica de Panamá
Bachelor of Science - Information Systems Engineer, 2010