Andres M. Franco

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Technical Certifications:

- Salesforce Application Architect, Salesforce Data Architect, Salesforce Sharing and Visibility Architect, Salesforce Platform Developer I, Mulesoft Developer level 1, Salesforce Platform App Builder, Salesforce Administrator, Salesforce Service Cloud Consultant, Microsoft Certified Solutions Associate Dynamics 365.

Skills:

- Data Architecture: Design and implementation of data models for integrations with Salesforce
- CRM Application architecture: Design and implementation of CRM applications for cloud and on-premises systems
- Cloud computing: Development, configuration and deployment of web and integration applications in cloud platforms such as Salesforce, CloudHub, TIBCO Cloud, Azure and Digital Ocean.
- Data integrations: Design and implement data integration with on-premises tools such as Scribe Insight and with cloud platforms such as Mulesoft Anypoint platform and TIBCO Cloud.
- DevOps: Design and implementation of version control processes, DevOps and pipelines in Azure DevOps to automate Mulesoft application deployments.
- Prompt engineering and AI tools: Design and use of prompts and AI tools in software development such as Microsoft copilot and GitHub copilot.
- Data bases and Software development: Data base management and development using SQL Server Management studio and MySQL Workbench. Design and development of software solutions in languages such as C#, JavaScript, Salesforce Apex, SQL and SSRS reports. Exposure and familiarity with other programming languages such as Python, Ruby and PHP.

Professional Experience

Senior Digital Product Analyst, Memorial Hermann Health System; Houston Texas   June 2022 – Present

- Assessed enterprise CRM technical debt including compounding issues across data integration, system architecture, and legacy system maintenance to identify opportunities for digital transformation and platform convergence.
- Created long-term enterprise CRM architecture roadmap and consolidation plan including migrating MS Dynamics to Salesforce Health Cloud, consolidating all data integrations onto the MuleSoft platform – an in-flight project.
- Designed the data model architecture to facilitate the migration of data integrations from TIBCO Cloud to Mulesoft. Partnered with enterprise analytics team to develop Snowflake data models to support the subsequent migration and implementation across the 27,000 user enterprise.
- Lead development and ongoing maintenance for all data integration jobs between Salesforce, the Medical Service Office (MSO) database, and Cerner electronic health record.
- Direct Salesforce Health Cloud support and enterprise administrator for more than 400 end users.

Senior Programmer Analyst, Memorial Hermann Health System; Houston Texas   January 2022 – June 2022

- Served as enterprise administrator and technical liaison that supported the vendor design and pilot implementation of Salesforce Health Cloud with basic modules.
- Led migration of MSO database to Salesforce Cloud and created custom modules to and reporting capabilities to enable end user analytics of provider efficiency and service offerings.
- Created cloud-based integration proposal to replace on-premise SCRIBE solution with TIBCO cloud to reduce direct costs and modernize technical capabilities. Served as technical lead for integration of the TIBCO cloud deployment.

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

- Led enterprise technical support for all Microsoft Dynamics CRM deployments across the systems and annually achieved target 99.99% uptime metrics.
- Created all net-new MS Dynamics integrations and five contributor systems, supported existing integrations, and optimized old interfaces to improve system performance and reliability.
- Led full software development cycle including design, coding, testing, development, and release management of custom modules in Dynamics CRM to optimize end user workflows across clinical and business office customers.

- Served as lead technical support and monitoring of Dynamics CRM requirements for around 300 users from different areas of the clinical and business offices.
- Developed custom SQL Server Reporting Services Reports (SSRS) for business and clinical users to address limitations of standard Dynamics CRM reporting capabilities to provide actionable insights across the user base.

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 were 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 Procasa, 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 across Central America to manage more than $1 billion in annual transactions
- 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
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