Carlos Patino Soria
Sr Dev Manager @ Genesys for Predictive Engagement
with 16+ years of experience.

Summary:
- People management driving Agile best practices and leading by example
- Designing, developing, delivering, troubleshooting on multi-technology stacks (Linux/Unix mainly)
- On Prem and Cloud Platforms (AWS Architecture Associate certified)
- DevOps advocate pushing for CI/CD practices for fast feedback loops driving the quality aspects.
- Contact Centre, Financial and Telecom sectors
- IoT experience on Raspberry PI, Google home mini, Arduino
- High level knowledge on data science aspects.

Areas of interest:
People management, Agile methodologies, Software Architecture/Development, Microservices, Infrastructure as code.

Skills:
- Solid communication skills, Teamwork and collaboration, Conflict resolution, problem solving.
- Best practices for maintainability, scalability, readability (clean code), high availability.
- Continuous Integration: Hudson, Jenkins
- Code Reviews Tools: Bamboo, Fisheye, Jira, Gerrit
- Virtualization Technologies: Docker, Vagrant.
- SQL and non-SQL databases (key-value, document oriented and graph)
- GOF Design Patterns, OOP.
- Experience on pair programming and TDD.
- Programming Languages/Frameworks: JSDK, J2EE (EJB 2, EJB 3).
- Android, JavaScript (Angular, ext JS), nodejs, python, shell scripting, Struts, IBatis, Hibernate, Spring, JSF, Ajax, Aquilian, Junit, Logging Frameworks, Ant, Maven, Gradle, HTML5, XML, XSL, SQL. Jprofiler, Jmeter, Checkstyle, PMD, mocking frameworks, camel. Application servers and WebServer

Successful stories:
- Managed the Predictive Engagement porting into Genesys infrastructure (CMC-PureCloud), working on the hybrid integration and with 3 different platforms (PureCloud, Connect and Engage). On top of that I've been driving the delivery of Webhooks, SPA. Now focusing on Ip Filtering and 3 party integrations using Architect (starting with Salesforce)
- As manager, deliver ENM for multiple customers worldwide, scaling agile WoW and driving best practices across a big organization of 800+ Engineers.
- Continuously driving quality focus across Ericsson's new Network Manager Application improving feedback loops, coding standards and clean code.
- Architectural design and implementation of one of the fastest Trading Engine in the world for the Mexican Stock Exchange (providing service to Cash and derivative markets) working with the Software Engineering Institute using the ADD (Attribute-Driven Design), TSP and PSP and using continuous integration and multiple stage code review process.
- Driving 4 BUs collection and processing of customers data used for billing and improvements of the billing process to decrease execution time (From 48 hours to 26)
- Implementation of BI product to different customers to help them making decisions on critical business areas.
- Performance tuning of BMV Enterprise application (EMISNET), Analysis of CPU and RAM consumption and remove critical security issues.
- Security Token implementation for On-line Banking application using Safeword Premier Access

Personal Information

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Academic Studies
Informatics Engineering, UPIICSA 2001 – 2005.

Postgraduate Studies
Master's degree in administration, UVM, 2009 - 2011.

Professional Certifications

Interesting Projects:
Predictive Engagement migration into CMC and PureCloud (video) . Hybrid integration Phase 1 with PureEngage (Gadgets, no SSO, security among the biggest challenges)
ENM driving Technical and Management side (video)
ECM management focused on Management (video)
MoNet Lead Architect/Developer (video)

Languages
English, Fluent
Spanish, Native
French, Limited
German, Limited

DETAILED PROFESSIONAL EXPERIENCE:

Company: **Genesys**   Role: **Sr Dev Manager**   From **08/18** to **today**   Location: **Ireland**

Working in GPE (Predictive Engagement), building holistic customer engagement platform with Altocloud. Driving development practices and agile WoW to make sure the product is delivered on time with particular focus on integrations (Salesforce, Marketo, Adobe). Microservices based project following dev ops practices using Java with Spring Boot, Node, AWS, sumologic, pagerduty, newrelic. I drove the altocloud porting into CMC then PureCloud, delivering Webhooks and SPA functionality. Currently working on delivering Salesforce Integration leveraging on Architect and Agent Script.

Company: **Ericsson**   Role: **Agile Line Manager**   From **02/16** to **08/18**   Location: **Ireland**

Working in the Ericsson Network Management and AIA (Analytics) spaces. The role involves Performance management, driving and collaborating on different spaces and strategies to constantly improve (Example of this is working and driving retention strategies, recruitment processes, team's development). Constantly working with 3 to 4 Agile diverse teams (around 30 people).

The project: http://www.ericsson.com/news/1761209
Purpose: Building the network society: https://goo.gl/3xw5eX
Challenges: Scaling up agile methodology, communication gaps, fast turnaround to customers, etc.

Also driving the ECM USA to Ireland knowledge transfer to build a plan towards sustainable develop and support ECM product with the right quality focus.

Company: **Ericsson**   Role: **Java Lead / Architect**   From **02/14** to **02/16**   Location: **Ireland**

Sr Software Engineer working in a 900+ developers project from 62+ different nationalities. Creating and Supporting the new Ericsson Network Manager (Adding and deleting nodes and CRUD operations in a 60K Network with huge volume of data), defining coding standards, best practices and involved in major code reviews for the whole system. Using Agile methodologies and collaborating to improve CI environments. Hands on JBoss EAP, git, Corba, J2EE, mockito, gerrit, jenkins, jmx, xml, netsim, MDD, TDD, Linux, Grails, Groovy, Arquillian, Infinispan, mongo db, Checkstyle, PMD, Docker, vagrant, python, nodejs, openshift.

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Company: **Mexican Stock Exchange**   Role: **Java Architect**   From **09/09** to **02/14**   Location: **Mexico-Pittsburgh**

Enterprise Java Architect with activities such as: Requirements analysis, Software architecture design, Development, Testing, Continuous delivery. Replacing previous systems at this world-class stock exchange with the new one (MoNet). KPI was to accomplish one transaction in less than 100 microseconds and over 100,000 transactions per second in one instance. Working in the Software Engineering Institute @ Carnegie Mellon to learn/apply security bests practices. Working with the author of Concurrency in practice (Brian Goetz) and learned about performance tuning on the JVM.

The project: Work with SEI on MoNet and with support of redhat https://goo.gl/8vc8cq
Purpose: Use Attribute Driven Design to create new Trading Engine Architecture for derivatives and cash markets. Define KPI and mechanism to successfully support the market (Static Code Analysis, continuous integration, etc), using also PSP/TSP as the software development methodology and also Scrum.

Work with people in Software Engineering Institute @ Carnegie Mellon to provide the architectural specification for the MoNet (https://goo.gl/SVJDn2). Metrics from PSP were: Less than 1 defect per KLOC (Thousand lines of code)

Tools:
Enterprise Architect from Sparks, Eclipse, Findbug, Checkstyle, PMP, Java Concurrent API, Jprofiler, Linux, XML, LLM from IBM, Junit, Mockito, Bamboo, Jenkins, FishEye, Crucible, Maven, gradle, docker.

Company: **N/A**   Role: **Independent Android Developer**   When: **Free time**   Location: **Mexico**

I developed 4 mobile applications on android platform. It was a personal challenge as I wanted to learn Android by myself. https://play.google.com/store/apps/developer?id=Karlos+Patiño

Scrum Tools → https://goo.gl/HCN39D
RollDDice   → https://goo.gl/sUQfeH
MueBT Mx   → https://goo.gl/iELEzM
MueBT Pro   → https://goo.gl/iGvj96

Tools:

Android ADK, Eclipse, Intellij, XML, support for different languages (In18)

Company: **InterCall, West**   Role: **Sr. Software Engineer on J2EE**   From: **10/06** To **09/09**   Location: **Mexico-Atlanta**

Sr. Software Engineer on J2EE with activities including software development full life cycle and support worldwide billing process.

Achievements:
Reduce the time for billing processes in 27% by improving performance on some applications and rearranging the order of execution to achieve parallelism.
Reduce unnecessary redundancy that did not make sense.
Improve control and monitoring on processes using jmx and provide Web Views with help of an offshore team in India.

Tools:
Java, JSP, Servlets, Beans, Tomcat, HTML, JavaScript, Informix, XML, UML, Ant, Junit, Struts, Ibatis, Log4j, Taglibs, XMLBeans, Eclipse. Linux, Php, Shell script, JvisualVM, JProfiler

Company: **Hildebrando**   Role: **Multiple on JEE/BI**   From: **10/05** To **09/06**   Location: **Mexico**

Tools:
Java, JSP, Servlets, Beans, Tomcat, HTML, JavaScript, Oracle 8i, XML, UML, Gof Patterns and J2EE Patterns, Ant, JUnit, Struts, Ibatis, Log4j, Taglibs, XMLBeans, Netbeans. Ajax, tomcat, BO SDK 6.5, Unix, XML, XSD, Jdeveloper, MS Project, Ms Visio, StrutTestCase, Ireport, Taglibs, EL, OAS, UML(Use case), BO SDK, Apache Web Server, Tomcat

J2SE and J2EE Trainer From 03/06 To 09/06. Mexico City, MX
J2EE Trainer with activities such as teaching POO, J2SE, J2EE(Servlets and JSP), and some frameworks such as Ant, JUnit, Struts, Ibatis, Log4j, Taglibs, XMLBeans, SAX, DOM but also some design patterns.

Scotia Bank. Sr J2EE Consultant From 03/06 To 09/06. Mexico City, MX
J2EE and BO Consultant with activities including analyzing, designing and implementing a web application.

INEGI. Sr J2EE Consultant From 01/06 To 03/06. Mexico City, MX, Traveling to Aguascalientes
Technical Architect (J2EE) with activities including analyzing, designing and implementing a web application. During this period of time, 9 resources reported to me.

BMV. Technical Architect From 11/05 To 01/06. Mexico City, MX
Technical Architect (J2EE) with activities including analysis and tuning web Application. During this phase 5 resources reported directly.

SKY. BO SDK Consultant From 10/05 To 12/05. Mexico City, MX
BO SDK Consultant such as modifying Webi Interface using J2EE and J2SE.

Pemex. BO SDK Consultant From 10/05 To 12/05. Mexico City, MX
BO SDK Consultant such as modifying Webi Interface using J2EE and J2SE.

Company: **QED**   Role: **Multiple on JEE**   From: **09/04** To **10/05**   Location: **Mexico**

J2EE Architect From 02/05 To 10/05. Mexico City, MX
J2EE Architect with activities such as analyzing, designing and developing business layer (Stateless and Stateful EJBs) using a security product called Safeword Premier Access for a security service for Banamex.

Tools:
SPA SDK, JDeveloper, Weblogic 8.1, Poseidon, J2EE, J2SE, Unix, XML.

J2EE Developer From 09/04 To 02/05. Mexico City, MX
Developer with activities such as creating and modifying Stateful and Stateless EJB.

Tools:
SPA SDK, JDeveloper, Weblogic 8.1, J2EE, J2SE, XML, Unix.