

Irving Daniel Menez Solis

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About

Enthusiastic IT Tech Lead / Developer with 10+ years' experience including 4 SaaS retail software provider. Good communication skills and team player, practical experience Microsoft Develop and Cloud technologies. High knowledge in Database, integration tools, API, Data Analysis, C# Development. Agile Methodology, Azure DevOps.

Education

Universidad Politécnica del Valle de Toluca

Toluca, EDOMEX

Bachelor's Degree Information Technology

2009-2013

Experience

Accelalpha

Mexico City

Senior Customer Experience Consultant

03/2023 – 08/2025

- Collaborated with cross-functional teams in English to identify business needs and deliver tailored CRM solutions.
- Spearheaded the migration of legacy systems to Oracle Sales Cloud, resulting in a 25% increase in data accuracy.
- Designed and developed web interfaces using PHP, HTML, CSS, JavaScript, and Bootstrap to enhance user experience.
- Provided ongoing technical support and maintenance for CRM systems, reducing downtime by 15%.
- Implemented automated workflows and scripting solutions to streamline processes and improve productivity.
- Analyzed business requirements and translated them into functional specifications, leading to successful project outcomes.
- Develop using Oracle Visual Builder on both fusion environments, Sales and Service, and created integrations with Oracle Integration Cloud (OIC).
- Managed the configuration and deployment of Oracle RightNow, improving customer support processes and reducing response times by 30%.

MC1

Mexico City

Technical Lead Consultant

04/2020 – 09/2022

- Analysis of client requirements to translate into Tasks, Risk mitigation, Impediments using Azure DevOps
- Create workshops, project plans, and technical reports for customer needs, strategies, implementations, or requirements, using Agile methodologies.
- Leading multidisciplinary team members as testing, android development, C# development. Functional implementation to achieve the requirements.
- Creation and modification of C# Net Core 5 APIs to communicate to a Middleware-SAP-Salesforce.
- Modification of ASP.NET pages to upload client CVS documents and append them into ETL Databases.
- Perform database queries in SQL and SQLITE.
- Advanced queries creation to insert/update relevant data from ETL to Database using SQL.
- Service Requests resolution and follow-up under SLA's.
- Continuous integration and delivery of production of LATAM countries as Chile, Guatemala, Costa Rica.

Sinergy Solutions

Mexico City

Senior CX Implementation Consultant

10/2017 – 03/2020

- Analysis of client requirements to translate into functionality.
- Create workshops, project plans, and technical reports for customer needs, strategies, implementations, or requirements.
- Configuration and implementation of Oracle Sales Cloud SAA's CRM.
- Use of JavaScript to generate workflows and triggers.
- API's REST and SOAP consumption using C# and JavaScript.
- Leading a team to get a fast and clean implementation
- Client training in the use and configuration of the CRM.
- Creation of CVS reading tool and creation of records into the tool using C# console program.
- Creation of reports and dashboards using Business Intelligence Oracle Tool
- Creation of high complex PL/SQL Queries to be embedded into the reports.

Global Hitss

Mexico City

Service Desk Developer

01/2017 – 10/2017

- Third Level Service Desk attention for Banorte's Mexico Countrywide
- Maintenance, execution, analysis, and solutions in PROD environments.
- Improve performance and monitoring of SQL DTSX.
- Creation of production change control management.
- Validation and transformation of data from Cobol Systems.
- ASP.NET Pages develop and modification for new banking modules.

Sinergy Solutions

Mexico City

Implementation Consultant

10/2017 – 03/2020

- Analysis of client requirements to translate into functionality.
- Configuration and implementation of Oracle Sales Cloud SAA's CRM.
- Use of JavaScript to generate workflows and triggers.
- API's REST and SOAP consumption using C# and JavaScript.
- Creation of reports and dashboards using Business Intelligence Oracle Tool
- Creation of high complex PL/SQL Queries to be embedded into the reports.

Certifications

Oracle Redwood Application 2025 Developer Associate (1Z0-1114-25)

Oracle

18/08/2025

Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1

Salesforce

03/03/2025

Oracle Cloud Infrastructure 2023 AI Foundations Associate

Oracle

21/11/2023

Oracle Sales Business Process Foundations Associate Rel 2

Oracle

15/11/2023

Oracle Redwood Application 2023 Developer Associate

Oracle

31/10/2023

Microsoft Certified: Azure Fundamentals

Microsoft

23/11/2022

Tech Skills

- APEX
- API REST
- API SOAP
- ASP .Net Core
- Azure DevOps
- C#
- CSS
- Docker
- Entity Framework
- GIT
- Groovy
- HTML
- JavaScript
- Jira
- MYSQL
- Net Core 5
- OOP
- Oracle BI
- Oracle Visual Builder
- PLSQL
- Source Tree
- SQL