Pedro Daniel Montero Balderas

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## Professional Summary

Independent Software Consultant and Business Analyst with over 18 years of experience designing, developing, and managing enterprise-grade web applications and digital solutions. As a self-employed professional, I work with multiple clients across both public and private sectors, often handling several projects simultaneously.

My work spans full-stack development, requirements analysis, technical leadership, and agile project delivery — frequently in complex legal, financial, and operational domains. Proven track record in delivering scalable software for European institutions and high-demand private clients. Fully autonomous, results-oriented, and highly adaptable to diverse business contexts.

## Core Competencies

* **Back-End:**

ColdFusion/Lucee (FW/1, Match-II, Fusebox), Java Spring Boot (REST APIs), JavaScript, C# (.NET), PHP, PL/SQL, SQL), XAdES, XML Digital Signatures

* **Front-End:**

XHTML, CSS, Kendo UI, jQuery

* **Databases:**

Oracle, SQL Server, MySQL, MariaDB

* **Tools & Platforms:**

Visual Studio Code, Visual Studio, Subversion, GIT, Eclipse, Balsamiq, Figma, Lucidchart, Draw IO, Oracle SQL Developer, SQL Server Management Studio, Azure Data Studio, Navicat, Atlassian Stack: JIRA, Confluence, Xray, Zephyr Scale, BitBucket

* **Methodologies:**   
  SAFe, Agile (Scrum/Kanban), RUP, PM², UML, BPML
* **Standards:**   
  OWASP, NIST, ITIL
* **Security:**

Custom cryptographic modules, EU eSignature compliance

## Professional Experience

**Service Manager**

European Commission: Directorate General for Taxation and Customs Unions

Freelance via European Dynamics

Brussels, Belgium - Remote

September 2023 – Present

* Management of two systems: one supporting tax and customs training programs, and another tracking financial grants for EU-level training projects.
* Oversee operations, service continuity, vendor coordination, and compliance with EU IT governance.
* Facilitated cross-unit communication and technical documentation.
* Reduced time-to-production by 40% and saved €120K through service delivery process enhancements.
* Assisted EU officials and vendors in the elaboration of a common Framework Quality Plan, as well as the definition of Risk Management, Quality Assurance, Incident, Support and Problem Management, as others.

**Project Manager / Full Stack Developer**

Línea Directa Aseguradora Freelance via Customer Soft Service

Madrid, Spain – Remote

April 2023 – Present

* Led full-cycle development of a national spare parts order management system for automotive insurance claims.
* The platform has processed over 18,000 orders worth €585K since 2023 and is used daily by 550+ workshops and 52 suppliers across Spain.
* Documented architecture deliverables including physical database model, use case definitions, architectural rationale, risk analysis and technical debt tracking.
* Delivered MVP in 4 months; system remains in production with ongoing enhancements.

**Back-End Developer**

Customer Soft Service

Madrid, Spain – Remote

December 2023 – February 2024

* Developed a secure eSignature API in Java Spring Boot to support EU-compliant electronic invoicing (XAdES standard), for Customer Soft Service SL (Dec 2023 – Feb 2024).
* Designed and implemented a custom cryptographic signing solution to enable legally valid digital signatures on invoices, aligned with European standards.
* Delivered full technical architecture and ensured robust integration within the client’s existing systems.

**Senior IT Consultant**

Customer Soft Service

Madrid, Spain – Hybrid

September 2022 – September 2023

* Advised on software development practices and helped standardize secure, maintainable processes across all technical teams.
* Reduced technical debt by introducing centralized version control (SVN), refactoring code to mitigate SQL injection risk, and applying OWASP API security standards.
* Established CI/CD pipelines with Jenkins and implemented Agile workflows (Kanban for maintenance; Scrum for active development).
* Designed and deployed full-lifecycle requirement management and automated regression testing processes.

**Senior Business Analyst**

Council of the European Union (via CRI)

Brussels, Belgium

November 2019 - September 2023

* Led business and functional analysis for multiple systems (WIKIJUR, THEMIS, PACO) supporting legal knowledge, litigation workflows, and audiovisual planning.
* Designed features and user interfaces for ERESTO (event catering management) and EIDM (identity management system).
* Delivered technical impact assessments, mockups, and supported agile delivery teams.

**Senior Project Manager**

European Commission: Directorate General for Financial Stability, Financial Services and Capital Markets Union (via CEGEKA and IntraSoft)

Brussels, Belgium

December 2014 - October 2019

* Led the KOEL project, an EU legal knowledge platform, from MVP to multi-DG adoption; daily active users grew from 20 to 200+, and annual budget scaled from €80K to €340K.
* Successfully positioned the system to be adopted by other DGs, increasing visibility and funding.
* Managed a 6-person Agile development team; defined project roadmap, designed a new UI, and delivered the initial MVP independently.
* Oversaw full project lifecycle including stakeholder engagement, feature definition, interface redesign, and cross-functional coordination.

**Software Engineer**

European Commission: Directorate General for Competition (via SOPRA)

Brussels, Belgium

February 2013 - December 2014

* Maintained and improved EDMA, a document management system for legal cases.
* Extended SOAP-based web services integration with ARES.
* Documented new features and improved UX/UI.

**Software Developer & Analyst**

European Agency for Small and Medium Enterprises

Brussels, Belgium

March 2012 - February 2013

* Worked across multiple platforms (PHP, ColdFusion, ASP.NET) for Merlin, a matchmaking system for small and medium enterprises.
* Led usability improvements and synchronized data across components.

**ColdFusion Developer & Analyst**

European External Action Service (via CRI Luxembourg and AHRS)

Brussels, Belgium

May 2007 - February 2012

* Maintained and expanded e-Del-HRM, the HR management system for EU delegations.
* Development of a Coldfusion/XML based payroll system, adaptable to the payroll regulations of 156 countries and territories worldwide
* Led ColdFusion tech team; designed and implemented coding standards
* Delivered training to 200+ end-users across four continents, supporting system rollout and adoption in 150+ diplomatic missions.

## Previous Roles (Condensed Overview)

Full details available upon request

• Software Developer – Customer Support Solutions (ES) — 2006–2007  
• Web Developer – Impacto Coleccionables / Infopartners (ES) — 2006  
• **Web Developer – ARTEMPUS (ES) — 2005–2006**  
• Full Stack Developer – DOOCOLLECT (ES) — 2005  
• Data Analyst & Developer – JP Consulting R&D (MX) — 2004  
• Developer & Coordinator – Dolphin Interactive (MX) — 2003–2004  
• Junior Developer – Impacto Digital (MX) — 2003

## Education

Bachelor in Communication  
Universidad del Valle de México — 1999–2003

## Certifications & Training

* Adobe Certified ColdFusion Developer (2010)
* ASP.NET Essentials, U2U (2012)
* IBM Rational Tools Workshop (2009)

## Languages

* Spanish: Native
* English: Excellent (C1/C2)
* French: Excellent (C1)
* German: Basic (A1)
* Japanese: Basic (5)