

William E Mendoza

Willameduardo79@gmail.com | Boca Raton, FL | 754-422-9110 | www.linkedin.com/in/willameduardo

Qualification Summary

I'm a Senior Software Engineer and a Senior Technical Consultant skilled in solving problems and crafting cost-effective solutions. I've successfully integrated enterprise systems using Microsoft Azure and AWS, and built robust full-stack web applications. Clients appreciate my reliability and ability to explain technical details in a way that makes sense to them. I am known for delivering successful projects that exceed expectations through innovative problem-solving.

WORK EXPERIENCE

Veeva Systems

Remote

Pleasanton, CA

Senior Technical Consultant

01/2021 – Present

Project Management: work closely with healthcare and life science clients and their teams to properly assess timeframes and deliverables.

- Integrate TOGAF principles to create reusable, robust, reliable, and cost-effective solutions, yielding **savings exceeding \$28,000.00 on future projects**.
- Coordinate meetings to learn existing processes and gather requirements to create workflows and timelines of deliverables including development, quality assurance testing scripts, and production planning.
- Evaluate the work needed to complete the application lifecycle by breaking the project into deliverable units.

Technical Lead: Build solution designs based on requirements within budget and timelines.

- Save **2 million dollars a year** by integrating medical trial software that prevents human error duplicate entries.
- Modify integration scripts that will result in a reusable process that will **reduce development hours by 20%**.
- Adapt to requirement changes and budget adjustments by creating cloud solutions that would easily adapt to modifications.

Cloud Engineer: Develop creative solutions using AWS services and best practices for data migrations and integrations that are scalable and within budget.

- Program **over 20 lambda functions** and **design over 50 MySQL databases** for ETL processes.
- Create workflow charts, documentation, and test plans for user acceptance testing (UAT).
- Monitor integrations by creating status reports and flash reports based on logs.

Advisor: Offer expertise in Veeva Systems implementation and best practices to customers when solutions are under client ownership.

- Create and present demonstrations on how to properly call the API and answer questions related to API limitations.
- Raise concerns to the customer when their planning hits the limitations of the API and provide solutions or alternatives to challenges.
- Spearheaded a customized safety integration project from inception to delivery.

Veeva White Belt Certified: Fine-tuned existing Veeva SDK custom scripts that run based on user actions throughout the application.

- Standardize the use of the SDK by creating libraries that reduce trigger development **from 40 hours to 8 hours a week**.
- Build the .Net Nuget Package for API integration projects **saving development time by 30%**.
- Modify **over 100 triggers** improving execution time **from 20 seconds to 1 second**.
- Manage and develop triggers for CTMS and CDMS for multiple clients to prevent human error.
- Integrated non-Veeva EDC systems with CTMS to centralize data management.

Ledgex Systems

Remote

Boston, MA

Lead Technical Consultant

07/2012 – 11/2020

Management: Oversaw the professional services department of a hedge fund software called Ledgex by estimating resources, hiring personnel, training peers, handling escalations, and planning application lifecycles.

- Negotiated billable hours with clients, offering a discounted set of hours when purchasing a block in advance, **increasing company revenue by 80%**.
- Hired and trained data analysts on the proper use of SSRS and querying Microsoft SQL Server data to prevent locks.
- Developed a coverage plan for escalation issues to provide fast resolution.

Full Stack Developer: Developed and maintained a full stack .NET MVC investor portal that would integrate with Ledgex for investor access.

- **Reduced escalations by 60%** in programming application health check reports.
- Reviewed, approved, and denied code pull requests using GitHub to keep best practices and code readability.
- Reimagined front-end controls using Telerik tools for a better user experience.
- Designed the backend with C#, SQL Server, and Dapper for CRUD operations using stored procedures, views, and functions.

Cloud Engineer: Built a serverless reporting solution with Power BI and SSRS embedded in the application dashboards for data visualizations.

- **Increased productivity by 30%** by creating report templates for custom report offerings.
- Created connectors and **over 20 API** endpoints for SSRS consumption and data visualizations.
- Implemented Power BI over other reporting solutions such as Tableau, and Crystal Reports by researching and learning their compatibility with Ledgex.
- Developed Azure functions using C# for data migrations and scheduled tasks.

Team Player: Teamed up with the product developers to create enhancements to the application that would benefit client integrations and professional services.

- Collaborated in the Ledgex API development for reporting consumption and data migrations.
- Added storyboards and contributed to scrum meetings when needed.
- Crafted proof of concept modules and enhancements for future application features based on customer needs.

Previous Positions

- 01/2012 – 06/2012 - Data Analyst: Create multiple SSIS packages at Eliza Corp to import files into SQL Server for the voice recognition software.
- Built a .Net full stack application dashboard that would connect to SSIS packages to report on failed packages to **reduce over 1000** email notifications from packages.
 - Developed **over 50 SSIS** packages to load data into multiple databases for multitenant clients.
- 11/2010 – 11/2011 - Developer: Built a complex API application to support front-end applications Mobile and Web for VPX Pharmaceuticals.
- Maintained, supported, and extended the ASP.Net e-commerce website.
 - Build administrative web pages for other departments to add web content.
 - **Developed a SQL Server database** based on business workflow for the API.
- 11/2008 – 09/2009 - Developer: Built a reporting solution for IDN.
- Created multiple Business solutions by implementing SSRS, ETL, and SSIS to be accessed through an intranet website.
 - Supported existing Crystal Reports by creating and optimizing reports and T-SQL queries.
 - Created an intranet website using VB.net and ASP.Net technology implementing sitemaps, master pages, JavaScript, AJAX, CSS, and IIS.
- 01/2007 – 10/2008 - Configuration Specialist: Provided 3rd-level support for Campus Vue application at Kaplan University
- Configured the student portal **for 100 campuses** so students can log into their classes online using .net technology while providing application support over the phone.
 - Modified Crystal Reports with SQL statements when needed.
 - Used various SQL tools to find and fix issues and create T-SQL scripts to fix application errors.
- 03/2005 – 12/2007 **Saved Jeep Morris \$20,000 in 3 months** by developing an online price update system using .Net and SQL.
- Created multiple ASP.Net applications for employees to locate merchandise, prizes, descriptions, and competitor info using VB.NET technology and AJAX.
 - Created an ETL process that uploaded Excel or Access files to SQL 2005 manipulating data to change product prices and information.
 - Worked in a team environment as a leader.

Core Skills

Management, Leadership, Communication, Decision-Making, Problem-solving, time management, adaptability, emotional intelligence, strategic thinking, team building, and negotiation skills., SQL scripting, SSIS, SSRS, SQL Server, Data Transformations, API integrations, Database Design, HTML, CSS, JavaScript, XML, JSON. PHP, C#, and Java. Microsoft Azure, AWS., AI, Veeva SDK, Docker, GitHub, Power BI, API, Application Architecture, Product Development, Architecture Frameworks, Client-Facing, Data Analysis, Data Systems, Project Delivery, Healthcare IT, Software Systems, Solution Deployment, TOGAF, Technical Proficiency, Web App, Collaboration, Mentoring, Research, Design & Development, Design Reviews, DevOps, Level Analysis, Focused, Innovative.

Certifications

- 2021, 2022, 2023, and 2024 Veeva White Belt certification

Education

American Intercontinental University

Weston, FL

- Bachelor of Information Technology specializing in programming.

Advisory Roles

Keiser University

Pembroke Pines, FL