

Héctor Guillermo Piza Dávila

Architect/Team-lead TechLead / Senior Certified OutSystems Engineer

SUMMARY

- 16+ years experience in IT
- Extensive leadership experience across various IT domains, managing diverse teams, spearheading critical projects, and championing training initiatives in both software development and educational settings.
- Over 5 years of experience as a Senior OutSystems Lead Engineer, focusing on the development and enhancement of web applications using OutSystems v11.
- 2+ years of hands-on experience with agile methodologies, validated by a Scrum Master certification.
- 2+ years of expertise in both JavaScript and PostgreSQL, complemented by a year of experience with NoSQL databases.
- Demonstrated skills in Unit Testing across multiple projects, and experience in working closely with QA teams on Performance Testing.
- Comprehensive background in a wide range of technologies, leadership roles, and project management, supporting OutSystems and other software development tasks.
- Awarded Outsystems Certificates: Outsystems Professional Web Developer (2020); OutSystems Associate Reactive Developer (2022).
- Advanced English

TECHNICAL SKILLS

Main Technical Skills	OutSystems (5 yr.), .NET, OutSystems Service Studio, OutSystems Integration Studio
Programming Languages	C#, Java, JavaScript (2 yr.)
JavaScript Frameworks	Angular, AngularJS, jQuery, Node.js
.NET Platform	ASP.NET, .NET, Visual Basic .NET
UI Frameworks, Libraries, and Browsers	jQuery, XML
Java Libraries and Tools	Sencha
JavaScript Libraries and Tools	Sencha
Data Analysis and Visualization Technologies	Crystal Reports

Databases & Management Systems / ORM	Microsoft SQL Server, MongoDB, NoSQL (2 yr.), Oracle Database, PostgreSQL (2 yr.), SQL
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira
Web/App Servers, Middleware	Azure DevOps Server (ex TFS Team Foundation Server), Internet Information Services (IIS)
Version Control	BitBucket, SVN
Methodologies, Paradigms and Patterns	ITIL, MVC, Scrum (2 yr.), UML
Platforms	OutSystems (5 yr.)
SDK / API and Integrations	Swagger
Third Party Tools / IDEs / SDK / Services	Web Services

EXPERIENCE

Senior Outsystems Lead Engineer, Manhattan Telecommunications Corporation (MetTel)

2018 - Today

Project: Order Management v1 (OutSystems Traditional)

- Internal Web Application for managing Hardware orders from purchase to installation and activation. o Development of new enhancements and bug fixing.
- Design and architect new modules or sub-projects.
- Manage and develop BPT module to allow and enhance the automated flow of orders.
- Develop external Actions with Integration Studio (using .NET)
- Technologies used: OutSystems v11, SQL Server, Jira, Confluence, Swagger, .NET

Project: Order Management v2 (OutSystems Reactive)

- Development of new enhancements and bug fixing.
- Participate in the architecture and design of the new version of Order Management.
- Technologies used: OutSystems v11, SQL Server, Jira, Confluence, Swagger
- Collaborated closely with the Enterprise Architect, playing a pivotal role in the design, architecture, and development phases of the project.
- Mentored offshore junior developers, providing continuous code reviews and offering guidance on best architectural patterns and practices.

- Successfully addressed critical challenges including:
 - Streamlined dashboard queries by rectifying performance issues, introducing support tables, and strategically adding necessary indexes.
 - Overcame data synchronization hurdles between our Core tables and OS Entities. Partnered with the DBA team to design Indexed Views, ensuring seamless updates to our OutSystems Entities.
- Took the helm of pivotal projects, notably BOProd_DataSynch and ServiceManager:
 - Led design and development efforts, ensuring alignment with project goals and specifications.
 - Offered guidance and insights to other developers, elucidating the overarching architecture and ensuring adherence to design principles.

Project: BO Prod Data Sync and Replication (OutSystems Backend service application)

- Application in charge of synching external data to OutSystems tables and keeping them live for internal use.
 - Design and architect the whole application. Work closely with DBA Team.
- Work and enhance BTP Processes and Timers.
- SQL Server development. Work with DBAs to create sync triggers between BOProd and OS tables.

Project: Service Manager (OutSystems Traditional)

- Internal web application for users to raise Tickets or Incidents.
- Design and build the application from scratch (based on the ServiceManager Forge app from OutSystems). Technologies used: OutSystems v11, SQL Server, Jira, Confluence

Senior Software Engineer / Technical Lead, UST Global

2017 - 2018

Client: Wolters Kluwer

Project: hCue (hcue.com)

- Web application with the largest user amount within the organization. It involved Entity Management, Org Charts, and Document Management, among other services for final customers.
- Develop new enhancements, perform Code Reviews and Unit Testing, and implement best practices for Code Reuse.
- Participate with the QA team to implement Performance Testing for the new modules.
- Tools: TFS, Javascript, APIM, Jira, VS2015, SQL Server, Oracle, NodeJS, MongoDB, AngularJS, BitBucket

Project: OrgCharts

- Web application (part of hCue), that involved the generation of OrgCharts for a specific Entity.
- Design and architect the whole module from Scratch. Help with documentation of the newly designed process.
- Tools: .NET, Angular 2, Javascript, VS2015, SQL Server, MongoDB, NodeJS, BitBucket, Jir

TeamLeading experience:

During my work on this project, I had the chance to co-lead the whole project in Nearshore. This project involved 4 developers, and 2 QA Testers (functional and performance). I had the chance to work closely with our Onsite Technical Manager, and to mentor other team members, from Nearshore, and Offshore.

Senior Software Engineer, TATA CONSULTANCY SERVICES

2012-2017

Sr. Developer for 4 different projects:

- Web application for Infrastructure domain. (ASP.NET, C#, SVN, javascript, SQL Server).
- Migration of Desktop app from VB to C# (VB, C#, RTC)
- Web application for Wealth Management domain (C#, ASP.NET, MVC, TFS, Oracle)
- Web application for TI Domain for Testing team (VB.NET, jQuery, SQL Server, SVN).

Delivery Manager

2016 - 2017

- Delivery Manager for GWIM & GMRT Domains with an overall team of 40 members.
- Manage relationships with GRM (Global Relationship Manager), and BRMs (Business Relationship Managers) from Nearshore. o Weekly status meetings with Stakeholders and Delivery Head.
- Manage overall team metrics.

TeamLeading experience:

- Oversaw a dynamic team of approximately 40 professionals, including developers, QAs, DBAs, Release Managers, among others.
- Played a pivotal role in nurturing and maintaining relationships with key client stakeholders, specifically the GRM (Global Relationship Manager) and BRMs (Business Relationship Managers) from the Nearshore team.
- Actively managed new client requirements and addressed high-level escalations, ensuring seamless delivery and stakeholder satisfaction.
- Organized and participated in weekly status meetings with prominent stakeholders, including Project Managers and the Delivery Head.
- Collaborated intensively with senior client leadership and internal Project Managers, fostering transparency and synergy between teams.
- Successfully managed vital team metrics such as billing, revenue, resource ramp-downs, fluidity plans, escalations, and attrition rates.

Project Manager

2013 - 2016

- Project Manager for TI Domain with a team of 40 members
- Manage monthly billing details for the domain.
- Calculating monthly and quarterly billing projections.

- Manage new requirements for the project.
- Manage fluidity plans and transitions of resources within the project.

TeamLeading Experience:

- Managed a diverse team of 40 professionals encompassing QAs, Developers, ETL specialists, Application Packagers, and Performance Testers.
- Entrusted with financial responsibilities, including calculating billing projections to ensure the fiscal integrity of the project.
- Spearheaded new project requirements, ensuring alignment with client objectives and seamless execution.
- Orchestrated fluidity plans and managed transitions, ensuring resource allocation met project needs while minimizing disruptions.
- Maintained close collaborations with Project Leaders to monitor team progress and address potential challenges promptly.

NET Training School Leader

2015 - 2017

- Manage all .NET resources in the company.
- Plan proper training in order to have deploy-ready resources.
- Talent acquisition.

TeamLeading experience:

- Spearheaded the company's .NET Training School initiative aimed at upskilling individuals with limited .NET experience for deployment to client projects.
- Developed and executed a comprehensive training curriculum, spanning technical proficiency and communication skills, over a 1-3 month period.
- Managed end-to-end processes encompassing:
 - **Recruitment:** Conducted interviews to ascertain candidate suitability while ensuring adherence to budget considerations.
 - **Training:** Led an intensive training program, collaborating closely with in-house .NET experts and native English speakers to bolster both technical and communication capabilities.
 - **Deployment:** Coordinated client interviews and seamlessly transitioned trainees to their respective projects.
- Maintained an average cohort of 8-12 trainees, ensuring a consistent talent pipeline.
- Achieved a 100% deployment rate of trained resources to client projects, underscoring the program's success.

ELI LILLY AND COMPANY - Elanco Division

2007-2012

- Coordinating & Developing software to measure dairy cow's data (production, health, pregnancy) for Strategic Accounts and generate detailed and benchmark reports.
- Coordinating, developing, and supporting software to measure Herds profitability (v1 & v2). This strategy is oriented to Dairy Producers, Dairy Coops, and Feed Mills. This has become the largest and best-accepted IT

strategy of Elanco Latin America North. Leading of ElancoMonitor.Com project, a website where various applications are available for external users such as customers or consultants.

- Leading and developing software to measure different concepts for poultry. This software was deployed and installed in customers such as Tyson and Protinal.
- Technologies Used: C#, VB.NET, .Net Framework 2.0, 3.5, 4.0, SQL Server 2005/2008, Web Services, DevExpress Controls and Reporting, Crystal Reports, UML, Sencha ExtJS, Windows Server 2008, IIS7.

UNIVA GUADALAJARA

2007

- Technologies Used: .Net Framework 2.0, C#, SQL Server 2005, Crystal Reports, Web Services, XML, UML, Team Foundation Server.
- Analyzing and developing the ERP Team Project's Human Resources and School Services modules.

SIEMENS VDO / Continental Automotive

2007

- Software Application Development (Visual Basic. NET)
- Developing Software to perform Black Box testing on hardware units.
- Technologies Used: .Net Framework 2.0 (Visual Basic)

ADDITIONAL EXPERIENCE

Instito Tecnológico de Estudios Superiores de Occidente (ITESO)

- Faculty for a .NET Development Course consisting of 26 Sessions of 5 hours for experienced people.
- Topics covered: C#, Windows Forms, ASP.NET, WPF, WCF, Javascript, Entity Framework, MVC, web mobile.

English Language Institute

- English Teacher for Levels 1 - 6 (2003 - 2006)

EDUCATION

INSTITUTO TECNOLÓGICO SUPERIOR DE ZAPOPAN (Zapopan, Mexico)
Specialty in Software Engineering, 2007. (Graduated with Honors - best average of the group)

INSTITUTO TECNOLÓGICO DE COLIMA (Colima, Mexico)
Software Engineering Bachelor Degree, 2006.

INSTITUTO TECNOLÓGICO Y DE ESTUDIOS SUPERIORES DE MONTERREY
High school 2003

CERTIFICATES

- Outsystems Professional Web Developer (2020)
- OutSystems Associate Reactive Developer (2022)
- SMC: Scrum Master Certified (2017)
- MCTS: Microsoft .NET Framework 3.5 ASP.NET, Applications by Executrain.
- ITIL Foundation by TCS

TRAINING COURSES

- Outsystems Advanced Bootcamps - (2020)
- Scrum Master Certified - ScrumStudy (By BRPROJECT Guadalajara)
- ASCENT - The Foundation for your Leadership Journey: By TCS (Guadalajara, 2016)
- PMP Course: By TCS. (Guadalajara, 2013)
- Four Disciplines of Execution: Franklin Covey. (Guadalajara, 2011).
- PL SQL: By TCS (Guadalajara, 2012)
- Business Objects: By TCS (Guadalajara, 2013)
- Leadership Program: By TCS (Guadalajara, 2013)
- C# and ADO.NET: C# Specialist, ADO.NET and XML (August 2009) by Executrain.
- Cisco CCNA1 and CCNA2: By ITSZapopan (Guadalajara, 2007)
- Java: By ITSZapopan (Guadalajara, 2007)
- Robotics and Tensor Analysis: By ITSZapopan (Guadalajara, 2006 - 2007)