VICTOR MUNOZ
Software Developer

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SOFT SKILLS

Leadership, Teamwork & Collaboration, Problem-Solving & Critical Thinking, Communication (Written & Verbal), Self-Motivation, Time Management, Process Improvement, Adaptability, Conflict Resolution, Detail-Oriented, Intuition.

HARD SKILLS

Programming & Development: C# (Windows forms, .Net, and WPF), C++, Java, Python, VB, Visual Foxpro, PowerShell, RESTful APIs, React, HTML, JavaScript, CSS, Bootstrap, UI/UX, Postman, Office suite
Data & Cloud: SQL Server, T-SQL, SSIS, SSRS, ETL, MySql, Oracle, Azure Cloud, StreamSets, Solr, Power BI, Tableau, DAX
Tools & Platforms: GitHub, TFS, Jira, Visual Studio, VSC, Eclipse, IntelliJ, Docker, Agile/Scrum
Creative & Multimedia: Unity, Unreal, Adobe Suite (Illustrator, XD, Premiere Pro), Maya

WORK EXPERIENCE

K-Bro Linen Systems - Victoria, BC, Canada
Machine Operator   *September 2022 – Current*

- Optimized operations of **computer-controlled** dryer systems, improving performance and reducing downtime by 20% through proactive monitoring and task coordination.
- Coordinating task distribution across production areas to enhance efficiency and increase productivity.
- Operated industrial machines to wash, clean, dry, and fold a wide variety of textile and garment items, ensuring quality and consistency in production output.

Solera - Mexico
Software Engineer II   *March 2022 – August 2025*

- Developed and optimized code for database updates in automotive manuals using **C# (Windows forms, .Net and WPF), C++, Java**, and **PowerShell**. I also visualized data with **Tableau** and **Power BI**, leveraging **DAX** and data modeling to ensure accurate, consistent, and detail-oriented reports, while maintaining version control and secure backups using **GitHub**.
- Optimized **SQL** and **T-SQL** in **SQL Server** and **Azure SQL Database**, reducing processing time by 20 percent, and improved data updates with **Azure Data Factory and SSIS**. Also, I developed and maintained **ETL** processes for large datasets and delivered reports through **SSRS**, ensuring consistent data accuracy, integrity, and reliability.
- Manipulated data **pipelines** using **StreamSets** for **SOLR** to ensure accurate website search functionality.
- Utilized **Agile** methodologies, including **Scrum** and **Jira**, to manage daily tasks, enhance collaboration, contribute to team meetings, and support informed decision-making throughout the software development lifecycle.
- Managed **Docker** containers in **Azure** to facilitate efficient cloud deployments while ensuring high system reliability and consistent performance across environments.

Label Solutions - Mexico
Programming Manager   *June 2012 – June 2021*

- I led a department, creating timelines, assigning tasks, and monitoring progress to ensure successful project delivery with reliable and consistent results through detail-oriented leadership.
- Migrated all clients from legacy systems to modern technologies, achieving a 30% reduction in overtime and a 20% decrease in human errors.
- Developed desktop applications with potential scalability using **Inspire Design**, **C#, (Windows forms, and WPF)**, **C++** to optimize processes and generate files for printing checks, checkbooks, lottery tickets, and collection letters, incorporating intuitive and user-friendly interfaces aligned with **UI/UX** to enhance operator efficiency and reduce human errors.
- Integrated **SQL Server databases** to efficiently manage, store, and retrieve large volumes of transactional data, and ensuring data integrity.
- Managed customer data across filtering, validation, and sorting to enhance logistics and improving printing and packaging while ensuring data integrity and reliability.
- Developed encrypted data systems for storing commercial credit, debit, and chip card information using **Java and C#,** and generated reports using **Crystal Reports and SSRS**.
- Managed code repositories with **GitHub and TFS**, ensuring code quality, traceability, and efficient management of multiple developers across projects.

RR Donnelley - Mexico
Programming Manager   *October 2006 – July 2012*

- I led a team, managed projects from start to finish, assigned tasks, tracked progress, and looked for ways to improve.
- Developed desktop applications for clients using **Visual Basic, Visual FoxPro, C++ with SQL server, CSV, XLS, JSON, XML, TXT, MDB, and DBF**, focusing on data integration, processing, and delivering tailored solutions.
- Designed **UI/UX** with a strong focus on usability for operational staff, simplifying workflows and minimizing human error in repetitive processes.
- Designed, developed, and optimized stored procedures, functions, triggers, views, and **SSRS** reports using **SQL Server**, with a strong focus on database integration and ensuring reliable, consistent data flow across systems.
- Developed applications for printing account statements, property receipts, AFORES, and official documents.
- Improved packaging logistics and optimized workflows, reducing processing time by 20%.
- Provided support and maintenance for administrative functions, including **network** and **help desk** services, while conducting training in operational areas for developed systems, resulting in a 20% reduction in response times.

Union Papelera de Mexico - Mexico
Help Desk & Programmer   *June 2005 – October 2006*

- Migrated POS systems from **FoxPro** to **Visual Basic** using **SQL Server** databases to enhance buying and selling options, resulting in a 25% increase and the successful integration of special offers.
- Conducted maintenance and software installations to ensure optimal operations, provided user support, monitored networks, and troubleshoot issues, resulting in a 20% reduction in downtime.
- Experienced in repairing electronic peripheral devices, including printers, scanners, and other input/output equipment.

Servicios de Oficina - Mexico
Help Desk   *May 2003 – May 2005*

- Installed wired and wireless **LAN networks**, **operating systems**, and **software packages** to ensure proper operation in automotive agencies, leading to a 30% increase in POS.
- Performed routine maintenance on computers, servers, and printers to ensure optimal operation.
- Experienced in assembling computers, racks, and electronic devices, as well as integrating sensors.
- Skilled in interpreting diagrams and specifications for safe and efficient installations.
- Conducted diagnostics, identified errors, and performed repairs, including soldering electronic components.

EDUCATION

Diploma in Interactive Media Development Technology   *September 2022 - August 2024*
Camosun College (Canada)

Bachelor's in Computer Systems Engineer   *January 1999 - July 2003*
Tecnológico de Estudios Superiores de Ecatepec (Mexico)

LANGUAGES

Spanish (Native)

English (Professional Working Proficiency)