

Hector Leal

Objective

Use my experience, knowledge, and education to obtain a challenging and rewarding career with advancement opportunities. I am willing to relocate in an effort to obtain employment that will allow me an opportunity to learn and advance my expertise in the technology industry.

Professional Experience

6/2015 - Present

Brownsville Public Utilities Board

Brownsville, TX

Brownsville Public Utilities Board (BPUB) is a municipally owned utility offering electric, water and wastewater services to its customers in the Brownsville area. The Electrical Supervisory Control and Data Acquisition (SCADA) Team is an information technology team performing IT functions for a dedicated SCADA Systems infrastructure that includes dedicated Fiber Network, Cisco Network Devices, Windows and Linux Servers and various software applications. I was originally hired as Software Application Administrator for the IT Department and was promoted to this position after only 14 months.

Electrical SCADA Supervisor (Formerly Software Application Administrator)

- Team Management – I supervise the electric SCADA technical team that consists of a Network Administrator, a Systems Analyst, a Compliance Coordinator, and 3 Electric SCADA Technicians.
- Technology Planning – I work with management to develop yearly technology plans and budgets for existing maintenance renewals and new technologies.
- System Analysis – I work with end users to define new system requirements based on information gathered during system analysis of current processes. Using this information, I create documented plans containing the project goals, scope, requirements and development strategies, which may include application prototypes and database models.
- Technical Writing – I write strategic plans for new technologies implementations and project implementation plans for new software development projects. I also write security policies and procedures, as well as update existing policies and procedures to meet new requirements.
- Project Management – I lead and coordinate multiple projects consisting of team members from multiple departments. My goal as project manager is to keep the team focused on project scope and goals, and also encourage team collaboration towards task and project completion.
- Database (SQL) – I work with Microsoft SQL Server and Oracle Databases and create queries for reports and software processes, as well as perform query optimization and testing. I also create database models and diagrams for new implementations.
- System Architecture – I work with the network administration team to create new virtual servers for new software implementations. I also document system details for new and updated system hardware and help troubleshoot performance issues.
- Software/Web Development (Coding) – I gained experience with HTML, CSS, AngularJS, Bootstrap, PHP, and JavaScript for development of web applications and sites. I also worked with VB and C++ within Visual Studio to develop desktop applications and system services.
- Technical Training – I develop training material for new software solutions and existing applications. I also create technical guides for systems used in the I.T. Department.
- Patch Release Management – I assisted in the implementation of new procedures for testing and releasing updates and patches.
- Customer Service - I have a proven track record of providing excellent customer service.

1/2007 – 6/2015

DataLogic Software, Inc.

Harlingen, TX

DataLogic Software, Inc. is a full-service software company that created Vesta® Software for Texas Homecare Provider Agencies. Vesta® is a cloud based software and the most widely-used system in Texas Medicaid Community Care.

Director of Cloud Services

- Project Management – I led many large team projects during this employment. I directed technology team that included software developers, database administrators, network administrators, solution testers, technical support specialists and consultants.
- System Analysis – Worked with Vesta® end users to define system requirements for new application implementations. The information gathered was used to create software patch implementation plans, including database models and screen prototypes. I also collaborated with outside consultants on projects that required technical specifications for project requirements.
- Technical Writing – I wrote project plans which included system requirements, database designs, and screen prototypes. I also created security policies, network system diagrams, database model diagrams, and an extensive disaster recovery plan for the company.
- Database (SQL) – I worked with Sybase Advantage Database Server and Oracle Database Server. I wrote new SQL for reports and software development processes. I also created new tables and normalized existing tables for better performance. I also tested queries for accuracy and optimized queries for performance.
- System Architecture – I led multiple system architecture projects including the installation of new security and networking hardware which included transitions to new ISPs. I also led projects to develop and implement a hosting solution for the Vesta® software. This new system consisted of physical and virtual servers from which customers accessed the application via a secure Remote Desktop Connection. This included over 40 virtual servers running on 12 hosts and included over 15 physical servers, some of which were hosted in separate Data Centers for redundancy.
- Software Development (Coding) – I worked with Delphi and Visual Studio to develop software solutions. This included the development of new screens and functionality for Vesta®. I also performed bug fixes and developed stand-alone solutions for various server utilities.
- Technical Training – I led the initial project to create a complete help manual for the Vesta® software and also created specialized training material for specific training sessions. I administered live training classes in computer lab setting teaching users with hands-on activities. I helped establish an on-line training process via webinars.
- Virtualization – I led the project to implement VMWare to virtualize many servers, including applications servers, utility servers, backup servers, and database servers.
- Patch Release Management - Review software/application failures and develop plans to implement corrective actions, then work with development team to implement and release solutions. I also helped create and implement testing strategies.
- Customer Service – I provided excellent customer service to Vesta® software end users while working as technical support specialist and as a technical trainer. I also became the primary technical support contact for state agencies.

6/2009-5/2013

University of Texas

Brownsville, TX

The University of Texas Rio Grande Valley is a part of the University of Texas System which consists of fourteen institutions.

Website Developer (Part Time)

- Project Management – I created new websites for College of Biomedical Sciences and Health Professions. I established weekly meetings to obtain material for website design and publication.
- Web Design and Development – I created and maintained websites for Biomedical Sciences and Health Professions department using Microsoft SharePoint and writing pages in HTML and CSS.

- User Experience Design– I designed web pages based on requirements obtained from the department staff. With these requirements, I created demo websites with Visual Studio using ASP.NET and submitted for approval, prior to publishing to university website.

Education

Fall 2013- May 2016 **University of Texas** Brownsville, TX

Master of Education in Educational/Instructional Technology

- Final GPA of 3.92
- Also earned Graduate E-Learning Certificate

1995-2011 **University of Texas** Brownsville, TX

Bachelor of Applied Science in Computer Information Systems

- Final GPA 3.366 \ President's list Fall 2011 and Spring 2011
- Associate of Applied Science in Computer Information Systems on May 2011
- Associate of Arts in General Education on May 2010

Skills

Adobe Captivate

Proficient, 3 Years

Articulate Storyline

Proficient, 3 Years

Coding - VB/C++/Delphi

Proficient, 8 Years

Database/SQL

Expert, 10 Years

Dreamweaver/PHP Coding

Proficient, 8 Years

HTML/CSS/JavaScript

Advanced, 10 Years

Illustrator/Photoshop

Proficient, 8 Years

Microsoft Office

Expert, 12 Years

Microsoft PowerPoint

Expert, 12 Years

Microsoft Server

Advanced, 7 Years

Microsoft Visio

Expert, 8 Years

Microsoft Visual Studio

Advanced, 10 Years

Microsoft Windows

Expert, 14 Years

Networking

Proficient, 10 Years

Patch Release/Testing

Expert, 9 Years

Remote Desktop Services

Advanced, 9 Years

Software Development Life Cycle

Expert, 10 Years

Source Control Solutions

Expert, 7 Years

System Analysis

Expert, 6 Years

Team Foundation Server

Advanced, 2 Years

Technical Training

Expert, 10 Years

Training Course Development

Expert, 9 Years

Professional Certifications

- May 2016 – Graduate E-Learning Certificate
- Feb 2016 – Microsoft Technology Associate – Database Fundamentals
- In Progress – Project Management Professional Certification