Luis Alberto Oropeza
Mobile: 346-777-1404
Email: oropeza0460@gmail.com

IT ENGINEER: Strategic Planning, Data/Process, System Design Implementation
Developing and delivering value-added applications, services and solutions
for the Oil & Gas, Financial Services Industries, transportation, and e-commerce.

Team player with significant experience in Agile Methodology and Project Management. Served in positions ranging from Project Manager to Data Engineer, involved in projects ranging from $400 million. Collaborated with project stakeholders for planning, execution, contingencies, and avoid down time to meet customer needs. Experience in Data Analysis & Business Analysis, Database Management, Financial Planning & Analysis, Performance Optimization, and Continuous Improvement. Acknowledge for a Collaborative and Flexible Management style for Coaching/Mentoring and developing future engineers of the company. An IT Engineer at Wipro whose competencies include:

Communication | Teamwork | Analytical | Flexibility | Professionalism | Technology Deployment
Project Management | Mentoring | Accountable | Lifelong Learner

NOTABLE ACHIEVEMENTS

- Involved in cutting Chevron spending of $400 million in upstream business units and reduced onsite server costs by implementing digital transformation with Microsoft Azure platform. Chevron account received Best Mega Gama & Key Growth Account award for Wipro ENU.
- Collaborated in data migration for Capital One on premises servers to the cloud platform, cut cost of $30 million, as part of its technology strategy, decreasing operating budget by 62.5%, to reduce its data center footprint from eight to three.
- Worked closely with Senior Manager and Vice President of Wipro to identify Strategic Opportunities of investment $100 million and developed Corporate Strategy for Board Report.
- Supported managing average daily volume of 6.3 million packages for FedEx Ground, with revenue of $24.4 billion for fiscal 2022 financial performance.

PROFESSIONAL EXPERIENCE

Wipro Limited
FedEx Corporation   **March 2021 – present**

FedEx Corporation is an American multinational conglomerate holding company focused on transportation, e-commerce and business services based in Memphis, Tennessee. FedEx is also one of the top contractors of the US government and assists in the transport of some United States Postal Service. FedEx Ground provides day-definite mail and package delivery to commercial locations in the US and Canada and residential locations in Canada.

Project Manager L2 Desktop Support, Moon Township, Pennsylvania
- Field Applications Systems Support (FASS) is a group that supports several internal critical systems for FedEx Ground, and responsible for direct FedEx customer interactions for providing real-time process guidelines, application maintenance and solution to several business functions from package Pickup – Sortation (Source terminal) – Transportation – Sortation (Destination Terminal) to End user delivery.
- Manage a team of 15 that provided L2 help desk support 24/7/365 monitoring and live answer service desk, no downtime for FedEx Ground mobile device applications for the Delivery division.
- Collaborated with L1 (Help Desk) and L3 (Development Teams), consolidated subject matter expertise allows for sharing of knowledge across all domains, SDLC, and around the package lifecycle. Since FASS handles all mobile application support, it allows for development teams to focus on repairing current systems and creating new ones.

- Provided site reliability advising for onsite station devices and data transmission analysis, participated in meetings with L3 for future application deployments and configurations, tracking and reporting server alerts, and addressing trending issues.
- Currently managing project for staff adjustments to satisfied budget metrics.

Wipro Limited
Microsoft Corporation   June 2020 – March 2021

Microsoft is an American multinational technology company it develops, manufactures, licenses, supports, and sells computer software, consumer electronics, personal computers, and related services. Its best-known software products are Microsoft Windows line of operating systems, the Microsoft office suite, and Internet Explorer and Edge web browsers.

Software Test Engineer, DI R&D, Redmond, Washington
- Microsoft is well known for developing a new generation of operation system, Windows Core OS(WCOS) is a multi-physical operating system across PC, tablet, and future iterations of Windows 10, Windows Mixed Reality (HoloLens), and Xbox system software. smart device. With a modular design uses the Composable Shell(C-Shell/CShell) modular interface for cross-platform interface.
- My goal was to verify compatibility of new Windows update patches with Windows software components and with verifying hardware configurations on the Surface Pro 6 devices, via downloading software builds from Microsoft network.
- Collaborated with Windows Core OS developing team, analyze software failures, testing scenarios, define, capture, triage, and manage software bugs, by integration across Azure DevOps.
- Provided effective support, address contingencies, raise potential issues, monitored resolution of bugs, facilitated continuous interaction between users, development, and QA teams throughout the SDLC, resulting in a 96% testing success rate.
- Published contingency guidance for internal support when onboarding Wipro Engineers were at a hard stop, to re-image Wipro device with Microsoft corporate image with 100% percent success.

Wipro Limited
Chevron USA, INC.   November 2019 – May 2020

Chevron is a multinational energy corporation, with investments in every aspect of the oil, natural gas, and geothermal industries. They are in the midst of a digital transformation initiative that cuts across business units and are looking to Microsoft Azure a cloud computing service to get them the needed speed and agility.

Data Engineer, Technical Delivery, Houston, Texas
- Chevron's North America upstream business units experience maintenance activities on equipment in the field, repairs can be preventative.
- My goal was to contribute establishing Microsoft Azure platform as Chevrons primary cloud provider, part of Chevrons digital transformation strategy.
- Partnered with Team Lead to build data ingestion pipeline with Azure Data Factory, process data with Azure Data Bricks to identified variables to reduce the cost and resource duplication, by determining the most frequent type of repairs, preventative maintenance activities to visualize the historical pattern and identifying related vectors via visualization.
- Contributed to designing analytical report with Power BI to create visualizations that was used to show the relationship that determined the most frequent type of repair by business unit, equipment class, and job type.
- My contribution to the team improved Chevron upstream business units to perform efficiently by preventative maintenance or a repair and implementing Microsoft Azure platform help reduced overhead costs, improved reporting quality, forecasting, compliance, and overall efficiency.

Wipro Limited

<u>**Anaplan Partnership**</u>   **January 2019 – September 2019**

Anaplan is a flexible, scalable, and collaborative Connected Planning platform that helps customers to make informed decisions and developed faster, mature and efficient business planning, budgeting, forecasting processes. Wipro and Anaplan have collaborated to deliver best in class cloud enterprise performance management solutions.

Anaplan Developer, Project Engineer, Plano, Texas

- Investors are the premier focus of Wipro's corporate responsibility report, and ensuring that those stakeholders have quick, easy access to actionable information was a top priority.
- My goal was to automate data input, establish data quality checks, and leverage a zero-latency dashboard for real time analysis, geographies, lines of business, and functions using the Anaplan platform, producing forecasting scenarios.
- Worked with Senior Manager and Vice President of Wipro to Identify Strategic Opportunities and developed Corporate Strategy for Board Report.
- Designed Dashboards and Modules to the Boards Report, along with the Balance Sheet, Profit and Loss account and Cash Flow statements, for financial year.
- I recommended that Wipro business is to earn our clients trust and maximize value of client business by helping them to reinvent their business and operating models with digital approach.
- My contribution of implementing Anaplan's forecasting models for strategic investments has help Senior Manager to recommend in key strategic fields in digital, cloud, cybersecurity, and industrial and engineering services through.

Wipro Limited

<u>**Capital One Financial Corporation**</u>   **June 2018– December 2018**

Capital One is one of the nation's largest banks and offers credit cards, checking and savings accounts, auto loans, rewards, and online banking services for consumers and businesses. Capital One is using AWS(Amazon Web Services) as a central part of its technology strategy for the ability to provision infrastructure on the fly, the elasticity to handle purchasing demands at peak times, its high availability, and its pace of innovation.

Data Engineer, Project Engineer, Plano, Texas**.**

- Capital One's data centers are multimegawatt sites in various states in both the Midwest and East coast, while savings has not been the main reason for getting out of its own data centers, more than anything, it's been to take advantage of the cloud's technical capabilities.
- My goal was to implement digital transformation, modernization using AWS cloud platform in Capital One's onsite servers, meant adopting agile software development practices, and open-source technologies.
- Assisted Director Solution Architect, responsible for migrating on-premises Teradata system to Amazon S3 bucket, Unix shell scripting, and ingesting data to Snowflake. Tested the data with zero defects, created module, schema, and configure files to optimize the execution of SQL queries.
- Implemented Agile methodology in Jira, worked 2-week sprints and engaged fully in daily stand-up meetings pertaining to the SDLC. Capital One has substantially reduced its onsite server operating cost on the last three data centers in the Midwest and in Virginia, as a result.

Wipro Limited   **August 2017– Present**

Wipro Limited is a leading global information technology, consulting, and business process services company. Wipro harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help clients adapt to the digital world and make them successful. Wipro is recognized globally for its comprehensive portfolio of services, strong commitment to sustainability, and is an Indian multinational corporation it is headquartered in Bangalore, Karnataka, India.

Big Data Analytics, IT Engineer, Plano, Texas**.**
- Trained on big data platforms, specializing in data manipulation and analysis.
- Trained in various object-oriented programming and scripting languages.
- Completed various use cases and projects pertaining to Hadoop and big data clusters.
- Produced Twitter sentiment analysis using Logistic Regression on Wipro Limited searches.
- Trained in all aspects of software life cycle including analysis, design, development, unit testing, production deployment and support.
- Earned Wipro Outstanding Performance award given to the highest performing new Wipro engineers.

PROFESSIONAL DEVELOPMENT

Bachelor of Science in Computer Science (BS)
College of Sciences and Technology, University of Houston - Downtown

TRAINING & TECHNICAL SKILLS

Analysis/Training/Experience
Amazon Web Services (Technical/Business Professional, Big Data and Analytics, Cloud Economics, Big Data Fundamentals, Security), Microsoft Azure (Data Lake, Data Factory, Databricks)

Certifications
Anaplan 102
Anaplan 201

Programming
Python, Java, C++

Operating Systems
Windows, Linux/Unix

Databases/Clusters
Hadoop, Kafka, Spark