

# VICTOR MUNOZ

Software Developer

Victoria, BC

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## Summary

Computer Systems Engineer with over 15+ years of experience in software development, database management, and IT support. Skilled in programming languages such as C#, Java, C++, Python, and SQL, with strong expertise in tools like Power BI, Azure, and Agile/Scrum methodologies. Key strengths include leadership, problem-solving, critical thinking, and effective communication.

## 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

Windows | Linux | SharePoint | Azure Cloud | GitHub | TFS | Backup & Recovery | Agile | Scrum | Jira  
Development & Design: Visual FoxPro | VB | .NET | C# | C++ | Java | Python | PowerShell | Swift | SQL Server | DDL | DML | T-SQL | SSIS | SSRS | ETL | MySQL | PL/SQL | XQuery | Tableau | Power BI | DAX | HTML5 | JavaScript | React | JQuery | CSS | Bootstrap | RESTful | UI/UX | Visual Studio Code | Eclipse | IntelliJ IDEA | StreamSets | Solr | Unity | Unreal | Adobe Illustrator | Adobe XD | Inkscape | Capcut | Canva | Procreate | Premiere Pro | Maya

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## Work Experience

### Software Engineer II

March 2022 – August 2025

Solera | Mexico City

- Developing and optimizing code for database updates in automotive manuals using C#, WPF, Java, and PowerShell. Additionally, visualizing data with Tableau and Power BI, leveraging DAX and data modeling to ensure accurate, consistent, and detail-oriented reports.
- Optimized SQL and T-SQL in SQL Server and Azure SQL Database, reducing processing time by 20%. Improved data updates with Azure Data Factory and SSIS, and delivered reports via SSRS, ensuring data integrity and reliability.
- Manipulating data pipelines using StreamSets for SOLR to ensure accurate website search functionality.
- Utilizing 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.
- Continuously seeking improvements in performance and maintainability for each process.
- Managing Docker containers in Azure to facilitate rapid and efficient cloud deployments while ensuring high system reliability and consistent performance across environments.

### Dryer Operator

September 2022 – Present

K-Bro Linen Systems | Victoria, BC

- Managing and operating computer-controlled dryer systems to wash and dry linen, while optimizing panel operations to improve performance and reduce downtime by 20%.
- Coordinating task distribution across production areas to enhance efficiency and increase productivity.

### Programming Manager

July 2012 – May 2020

Litho Formas SA de CV | Mexico

- 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#, WPF 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.
- Managed customer data across different technologies, applying 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.
- Managed code repositories with GitHub & TFS, ensuring code quality, traceability, and efficient management of multiple developers across projects.

**Programming Manager**  
LSC Communications | Mexico

October 2006 – June 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 user interfaces 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, 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 other 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.

**Help Desk & Programmer**  
Unión Papelera de Mexico | Mexico City

June 2005 – September 2006

- Migrated POS systems from FoxPro to Visual Basic using SQL 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.

**Help Desk**  
Servicios de Oficina | Mexico

May 2002 – 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**

<b>Camosun College</b> Diploma in Interactive Media Development Technology	Canada September 2022 – July 2024
<b>Tecnológico de Estudios Superiores de Ecatepec</b> Bachelor's Degree in Computer Systems Engineering	Mexico January 1999 – December 2003

**Languages**

Spanish (Native)      English (Advanced)