Christian Torres
1223 Santa Olivia Rd
Chula Vista, CA. 91913
(619) 600-9708
Christian.i.torres@iCloud.com

ChristianTorres.Cloud

Objectives

To join an organization as a Senior Software Solution Engineer, where I can leverage my knowledge in intelligent Information management technology practices, analytical, and interpersonal skills to assist in successfully analyzing and architect an organization's critical operational requirements. Also help identify potential opportunities of improvement using my extensive experience in systems administration, project management, business analysis, design, consultancy, infrastructure, information technology security, and business administration.

Education

2017 – 2018 | University of Redlands (California)
- Masters of Business Administration (MBA)

2012 – 2016 | University of Redlands (California)
- Bachelors of Science in Business

2016 – 2022 | University California San Diego (California)
- Unix & Linux Systems Administration Professional Certificate

2020 – 2022 | University California San Diego (California)
- Amazon Web Services (AWS): Certified Solutions Architect SAA-C02

2011 – 2012 | University California Los Angeles (California)
- Project Management Professional Certificate

Skills Summary

- **Practices:** Solution Architecture, Business Process Analysis, Project Management, Enterprise software deployment, Custom Development, OnBase Implementation, OnBase Workflow Development, Solution Support, User Training
- **Environments:** On-premise, cloud, and hybrid: Amazon Web Services | Azure | Citrix Terminal Services, Hyland Global Cloud Services (GCS)
- **Operating Systems:** MS Server: 2008-2016, MS windows: 7-10, Linux distros: CentOS | Ubuntu | CoreOS | Unix: MAC OSX 10.10.5
- **Applications:** Installation, Configuration, Administration, Training: OnBase, Kofax, BrainWare, MS SharePoint, MS Visual Studio,
- **Databases Engines:** MS SQL Server: 10.0-13.0, MS-Access, DB2, MySQL
- **Languages:** Linux, Python, C#, SQL, HTML, XML, JSON
- **Certifications:** Project Management, HIPPA, OnBase: Installer | Administrator | Workflow | WorkView, Kofax: Capture | Transformation Modules, Continuum Administrator, BrainWare AnyDocs: Installer | Configurator, Fujistu PaperStream Capture, Amazon Web Services (AWS): Certified Solutions Architect SAA-C02 (In progress, UCSD extensions)

Experience

Konica Minolta Business Solutions San Diego, CA. | 2021 - Current
Software Solutions Engineer
- Develops and administers customized intelligent Information management solutions for new and existing customer base.
- Responsible for determining/ documenting technical requirements, developing functional specifications and implementing comprehensive "end to end" Internal business operations solutions.
- Participates in the document discovery and Statement of Work processes, in an effort to clearly define the products and Professional Services labor required, to solve defined business problems.
- Develops project plans consisting of a work break down structure of tasks, as well as manages the pre-production issues and change orders, as required.
- Designs and implements complex intelligent Information management workflow solutions in concert with base system installations.
- Delivers post production technical support, as required.

- Develops product demos and prototype systems in concert with intelligent Information management sales.

Databank IMX (Remote) San Diego, CA. | 2017 - 2021
Senior Software Solutions Engineer (Contractor Hyland Global Services - Healthcare)
- Analyzed business requirements, architected, and authored design and process documentation for projects ranging from simple content storage to complex workflow processing.
- Writes and maintains documentation to describe program development, logic, coding, testing, changes, and corrections.
- Creates test plans and runs tests to find errors and confirm applications meet specifications.
- Analyzes and determines functional specifications for customer requests and confers with system users to clarify objectives and determine the feasibility of the requested services.
- Implemented solutions for clinical records, accounts payable, records retention, appeals processing, records requests, case management, and various other applications.
- Designed and delivered workflow solutions that expedited processing, reduced errors, and improved efficacy.
- Modify existing deployments to meet changing processes and enhance functionality.
- Extended ECM platform functionality by creating custom scripts and scripted automated deployments.
- Trained system administrators and end-users on delivered implementation.
- Led and collaborated with teammates on pre-sales estimation, project planning, change order development, issue resolution, and solution delivery.
- Supported and maintained Enterprise Content Management (ECM) systems with dozens | hundreds | thousands of users.)
- Mentored teammates and sales staff.

Konica Minolta Business Solutions San Diego, CA. | 2015-2017
Enterprise Content Management (ECM) Support Analyst
- Provide support for Enterprise Content Management (ECM) clients on all ECM products, including but not limited to Kofax, Onbase, and SharePoint. Assisting with general troubleshooting, bug resolution, upgrade support, maintenance questions & renewal, basic product functionality training.
- Provide backup to the System Engineer role, supporting implementations as needed. Assist Pre-Sales in developing customized demos and proof-of-concepts, as required during the sales process and for events.
- Directly responsible for all maintenance renewals and all supporting activities related to the client's maintenance, including new license file handling, test system licensing, providing new release upgrade files, maintenance reviews.

General Atomics (Contract) Poway, CA | 2015 - 2015
Business Analyst
- Analyzed costs of ongoing SAP and Custom software implementation budgeting, invoicing, and external contractor resources and plan vs. actual and supporting the internal business unit through the use of SAP BI and OpenText Raw data.
- Identified financial status of business units by comparing and analyzing actual results with plans and forecasts for value stream leads and directors.
- Provided trends and forecasts explaining processes and techniques; recommending actions to the executive management team for presentation.
- Identified financial status by analyzing results, monitoring variances, identifying trends, recommending actions to management.

Sharp Business Systems. (SBS) Santee, CA | 2013 - 2015
Business Systems Analyst - vCIO
- Provided strategies, developmental requirements, and implementation for current CMS, CRM, and ECM systems.
- SaaS Implementations for OnBase, AnyDocs, and SAP systems as well as Managed Network Services Offering.
- Built document Imaging and managed network services department's business processes from scratch to create a highly efficient and agile way of building solutions, from requirements gathering Implementation, testing, and go live.
- Technical lead for the company on implementing new Content Management System (CMS) ranging from Small |Medium Businesses to Enterprise level corporations resulting in a much better user experience and operational productivity.
- Provided a wide range of R&D support strategic planning, leading complex projects, organizing and leading IT areas, implementing new products, selecting business software, and supporting customer merger/acquisition activity.
- Performed Internal planning, design, documentation, and implement various systems, including desktop PCs, servers, network equipment, and software applications. Install, upgrade, configure, and repair local and wide area network hardware and infrastructure.

Dispatching Solutions, Inc. (DSI) Ontario, CA | 2011 - 2013
Project Manager
- Entrusted with building and managing existing customer relationships while expanding our product offerings and promoting brand equity.
- Planned business analysis approach based on project complexity, risks, assumptions, and dependencies.
- Managed projects and initiatives within assigned business areas/systems.
- Elicited stakeholder requirements using interviews, design sessions, surveys and/or other techniques.
- Partnered with business stakeholders and project teams to translate business requirements into creative and practical solutions; act as a liaison between corporate business stakeholders and the corporate applications and other internal technology teams.
- Measured and tracked quality of work by assessing metrics and implementing performance improvements.

Dispatching Solutions, Inc. (DSI) Ontario, CA | 2010 - 2011
Business Analyst
- Gathered functional/non-functional specifications for the business requirements identified for product development.
- Analyzed business requirements of customers to determine gaps in current product offering(s).
- Defined non-functional specifications such as portability, maintainability, test-ability, in addition to all functional specifications.
- Developed and uses personas to articulate functional/non-functional specifications.
- Developed use cases and user stories for key functional specifications.
- Validated requirements ensuring business goals and objectives are met within scope.
- Championed business process improvements and provide in-depth analysis within business areas.

References

Personal and professional references available upon request.