

William Burgos

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Technical Skills

Programming <ul style="list-style-type: none">• Visual Basic .NET• Business BASIC (BBX)• Java• EDI Implementation• SAP Business One Add-On SDK	Software <ul style="list-style-type: none">• SAP Business One• Databases: MS-SQL Server, MySQL• Systems development for commercial use, Hotels, Insurance Industry, Automotive, CRM, etc.
Operative Environments <ul style="list-style-type: none">• MS-DOS, Windows 3.x, 95/98/ME/NT/2000/XP/VISTA/7• LINUX, UNIX• Networking(TCP/IP)	Hardware and Equipments <ul style="list-style-type: none">• Desktops, Laptops and Servers• Wired and Wireless Networking and Communication Data Equipment• Specialize Peripherals

Professional Experience

KyoudaiSoft, Inc.

IT Consultant

July 2011-Present

- SAP Business One implementation consultant. Help with creation of new reports and queries. Implementation of alerts and transaction notification store procedure programming for execution of business rules.
- Implementation of simple straight forward CMS website using Joomla and Wordpress.
- Implementation and training to customer in the use of Enterprise by HansaWorld.

Cubix Latin America

SAP Business One Specialist

February 2010-July 2011

- Responsible for implementing projects and modification projects to SAP B1 system using Microsoft SQL, Visual Basic and SDK.
- Developed Add-On for reporting in Crystal Reports, Add-On for bar code scanning of serial numbers into delivery tickets and invoices, Add-On for calculation of freight charges on aerial and ocean shipments.
- Developed software for ID capture and verification of driver's ID when and where merchandise was picked up.
- Additional support to the infrastructure department in networking, operating systems and user support issues.

Michell Consulting Group

Support Manager & Senior Programmer

March 2006-February 2010

- Responsible for Customer Service Support Department. One of our commitments to customers is to provide them with daily support for any software issues that may arise due to miss use of the software. Your primary job will be Service Support Manager. As Support Manager your responsibility will be to make sure all Service Requests are resolved in a timely matter as per the company's SLA.
- Used Java technology to create web service client to process electronic check charges and credit card transactions.
- Responsible for supporting customer in the areas of Software, this will include the applications of FACTS, SAP Business ONE, Microsoft SQL Server and our legacy character base application. This support may be done from our offices or sometimes at the customer site. Installation of server and client software.
- Responsible of participating in implementation projects and modifications projects to systems using Microsoft SQL, Visual Basic, BBX and Providex. Creation of reports using Crystal Reports and integration of those reports using .NET technologies and add-on facilities from SAP B1.
- Visual Studio and Java development – used .NET technology to develop SAP BUSINESS ONE add-ons to extend functionality of the software.
- Used Java technology to create web service client to process electronic check charges and credit card transactions.
- SAP BUSINESS ONE implementer.
- Installation of server and client software.
- Creation of reports and queries using SAP B1 tools.
- Creation of reports using Crystal Reports and integration of those reports using .NET technologies and add-on facilities from SAP B1.
- Close interaction with customers to determine needs and develop mission-specific software.
- Providex and BBX. Business Basics programming on FACTS ERP and BBX legacy software, primarily integrating EDI on the application.
- Help desk support services – close customer interaction to solve real-time issues via remote sessions.

BM IT Services, Inc.

Consultant

March 2002-March 2006

- BBX programming and PRO/5 – enhance functionality of legacy FACTS ERP system.
- Implementation of EDI for Healthcare industry using Sterling Commerce application and Java to integrate to the ERP system.
- Documents implemented: 810, 855, 850, and 820's inbound and outbound.
- Installation of Windows and Linux servers for file server, webpage hosting and e-mail functionality.
- Installation or Ethernet and wireless networks, follow ups on network performance with security assessments and administration.

Pharmed Group, Inc.

Programmer

August 2000-March 2002

- Modification to FACTS system BBX financial system. Modifications done in the Sales Orders/Analysis module and the EDI system. Implementation of Barcode/Scanner for Physical Inventory Project.
- Implementation of a Red Hat Linux 7.3 server to substitute an SCO UNIX server. This upgrade included re-implementation of EDI software and scripts, re-implementation of the FAX module using open source software. Implementation of SAMBA and transfer of data from SCO-UNIX to LINUX.
- Upgrades of all help desk support software, printer spoolers and CRM Software to their Linux versions.
- Implementation of the SAMBA server service to access the Linux server from a Windows Network.

State Secretary of Finance of Dominican Republic

Information Technology Advisor

August 1996-August 2000

- Implementation of ATM accounts for paying the Ministry Personnel and the pensions to the Government retired personnel.
- Y2K Project Director, representing the minister in the Governmental Commission for the Millennium Change. Includes, coordination and follow-up of the Y2K projects for the dependencies of the ministry as: IRS, Customs Service, Banks Superintendence, Insurance Superintendence, etc.
- Increase computers in the Ministry from 15 to 100.
- Implementation of the Tax Identification Card to identify the companies through their TAX ID.
- Training in Visual Basic and SQL Server for the IT/MIS Department.

Integrated Computer Systems, C. por A.

General Manager

October 1990-August 1996

- Commercial Systems Development: General Accounting, Invoicing, Inventory Control, Accounts Receivables, Accounts Payable, Point of Sale, Controlling Engineers Works and Automatic Insurances System.
- Increase of the Clients and Maintance Contracts.
- IT and Operations advisory for several companies. Including network and commercial applications installation, with in-house modifications of applications to suit their needs for improvement in shipping, accuracy in credits checks and settlements on delinquent accounts.

Education and Experience

INTEC (Santo Domingo Institute of Technology)

Engineering in Computer Systems

Santo Domingo, Dominican Republic

* Term Student in the Eleventh Trimester (of Thirteen in total) of Engineering in Computer Systems.

SAP

*Certification: SAP B1

Consultant & SDK Developer

Miami, FL

MIAMI-DADE COLLEGE

*Course: JAVA I & II - VB.NET

I,II & III

Miami, FL

Osorio & Asociados

*Course: Visual BASIC and

SQL Server

Santo Domingo, Dominican Republic

Languages: Fluent reading, writing & speaking English and Spanish.