

CURRICULUM VITAE

Juan Sebastián Armas Maturana



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Summary

I'm a Software Engineer, with ample experience on software projects' analysis, design and implementation, with both theory and working knowledge on Business Intelligence. I also have experience on project organization and management, and also project management documentation and quality control. I can readily train both end users and people with technical background. Fluent in English: spoken, written.

Technological Knowledge

SABD	Advanced: MS SQL Server (7.0, 2000) Intermediate: Oracle, MS Access
OLAP	Advanced: MS Analysis Services, MS Data Transformation Services Intermediate: Business Objects, Crystal Reports
Programming Languages	Advanced: SQL Intermediate: Visual Basic, C, C++ Basic: HTML, UNIX Shell
Design, CASE	ERWin , MS Visio 2003
O.S.	Windows 9x/NT/2000/XP, UNIX
Office Tools	MS Office Suite, MS Project, e-mail, web

Working Experience

2007 –

Banco Estado

Project Manager, Subgerencia de Arquitectura de Sistemas, Gerencia de Desarrollo

- Technology, Modelling and Methodology Support for Internal Software Projects.
- System's Architecture Definition and Deployment.

1999 -

2006

DMR Consulting Chile

Information Technology Consulting and Project Management & Quality Control

- **Project Management:** Work team coordination, User requirement assessment interviews.
- **Commercial Project Leads Support:** proposal creation and support, executive presentations.
- **Business Intelligence Knowledge:** Data Warehousing, Data Mart, OLAP solutions' Analysis, Design and Development on Telecommunications, Retail and Airline companies. Served as teacher for User's and Analyst training on Business Intelligence theory and practice.
- **Telecommunications Companies Business Experience:** Debt renegotiation system's Analysis and Design, Mediation and Billing Process' Revenue Assurance and Mobile Phone Companies' Traffic Conciliation.

- **Project Quality Management:** Project Documentation, Follow-up, Technical Audit and Quality Audit; Project Quality Methodology Documentation, Implantation and Training; Project Warranty Management, Documentation, and Training.
- **HRR Management:** Recruiting, Procedure Documentation.

DMR Consulting Group – Quality Control Support

01/03/2004 – 10/15/2006

01/03/2005 –
10/15/2006

Technical Project Audits

Technical Project Audits Process Implantation:

- Internal Procedure Documentation (for Consultant use)
- Definition, Record and Control Template Documentation
- Technical Project Audits Process Consultant Instruction Sessions

Technical Project Audits Management:

- Audits Scheduling
- Audits Meetings
- Audits Process Documentation, Control, Monitoring and Report
- Audits Results analysis and improvement recommendations for both individual projects and office trends.

08/02/2004 –
10/15/2006

Project Warranty Incidents

Project Warranty Incidents Process Implantation:

- Internal Procedure Documentation (for Consultant use)
- External Procedure Documentation (for Customer use)
- Definition, Record and Control Template Documentation
- Project Warranty Incidents Process Consultant Instruction Sessions

Project Warranty Incidents Management:

- Operative Management of individual Incidents Workflow Process.
- Customer/DMR Communication and Incident Process Management
- Incidents Process Documentation, Control, Monitoring and Report

03/01/2004 –
10/15/2006

Quality Management System (ISO-9001 compliant)

Quality Management System Process Implantation:

- Definition, Delivery and Control Template Documentation
- Quality Management System Partners, Managers and Consultants Instruction Sessions

Quality Management System Audits Process Implantation:

- Quality Management System Audits Partners and Managers Instruction Sessions

Quality Management System Audits:

- Project Information Assessment
- Audits Scheduling
- Audits Meetings
- Audits Process Documentation, Control, Monitoring and Report

Project Process Control and Monitoring:

- Project Initial Documentation
- Project Technical Closing
- Project Final Closing
- Project Documentation (intranet, CD-ROM/Media, Library)
- Project Process Documentation, Control, Monitoring and Report

- 07/02/2003 - **Telefónica del Sur Corporate Datawarehouse Expansion Analysis and Design**
12/12/2003 Data Model (relational and multidimensional), extraction (sources and interfaces), loading and visualization (cubes and reports) requirements analysis.
Data Model (relational and multidimensional), extraction interfaces, loading and visualization (cubes and reports) requirements design.
- 03/03/2003 - **DH Empresas (Casa&Ideas) Datamart Sistema de Gestión Operacional Analysis, Design and Construction**
05/20/2003 Business Metrics and Dimensions, Data Models (relational, multidimensional, staging), extraction, loading and visualization requirements analysis.
Data Model (relational, multidimensional, staging), extraction, loading and visualization requirements design.
Data Model (relational, multidimensional, staging) and loading construction.
Business Metrics and Dimensions, Data Models (relational, multidimensional, staging), extraction, loading and visualization documentation.
- 10/18/2002 - **ENTEL Corporate Datawarehouse Expansion Analysis and Design**
11/26/2002 Data Model, extraction, loading and visualization requirements analysis.
Data Model, extraction, loading and visualization requirements design.
Data Model, extraction, loading and visualization requirements documentation.
- 09/10/2002 - **LAN Chile Due Dilligence APM**
10/08/2002 Interview templates design and translation for application and process information gathering.
Interview rollout with key LAN Chile staff to gather application and process information.
Interview and deliverables coordination with key LAN Chile staff.
Gathered information and reference documentation organization.

- 04/15/2001 - **ENTEL Subsidiaries Datawarehouse Analysis and Design**
07/02/2002 Data Model, extraction, loading and visualization requirements analysis.
Data Model, extraction, loading and visualization requirements design.
Data Model, extraction, loading and visualization requirements documentation.
- 11/02/2001 - **ENTEL Corporate Datawarehouse Analysis and Design**
03/22/2002 Data Model, extraction, loading and visualization requirements analysis.
Data Model, extraction, loading and visualization requirements design.
Data Model, extraction, loading and visualization requirements documentation.
- 10/05/2001 - **SmartCom Mobile Telephone Debt Renegotiation System Analysis and Design**
10/30/2001 Business Entities Analysis using Dynamic Modeling.
Data Model, Modules, User Interface and Vantive's, POS' and Sistema de Gestión de Cobranza's (SGRC) System Interfaces Design.
Debt Renegotiation System Design Documentation.
Vantive's, POS' and Sistema de Gestión de Cobranza's (SGRC) Functional Specification Documentation.
- 03/14/2001 - **LAN Chile CCR Management Cube**
08/10/2001 CCR Management Cube data model (both relational and multidimensional) analysis, design and implementation.
Extraction, transformation and loading (ETL) of CCR Management Cube data (both relational and multidimensional) from ORACLE DB CCR Management Cube data model design and implementation.
ETL monitoring application design and implementation.
CCR Management Cube relational data query-from-MS Excel 2000 application design and implementation.

- 11/14/2000 - **LAN Chile PNRs Transfer to Historical model**
 03/13/2001 Historical reservation data model design and implementation.
 Extraction, transformation and loading (ETL) of reservation data from non historical BDs to historical reservation data model design and implementation.
- 08/16/2000 - **LAN Chile PNRs Management Historical Cube**
 11/10/2000 Historical reservation multidimensional data model design and implementation.
 Extraction, transformation and loading (ETL) of reservation data from operational BDs to historical reservation multidimensional data model design and implementation.
 Daily and historical reservation data MOLAP cubes design and implementation.
- 06/22/2000 - **Interconnection Data Balance Between Telefónica Móvil Chile and CTC**
 07/18/2000 Sample of data of phone calls between Telefónica Móvil Chile and CTC design.
 Cleaning, Filtering and Matching processes for the data sample design.
 Cleaning, Filtering and Matching processes for the data sample implementation.
 Cleaning, Filtering and Matching processes results for the data sample analysis.
 Customer billing systems remedy action plan and interconnection methodology between Telefónica Móvil Chile y CTC definition.
- 04/12/2000 - **Telefónica Móvil Chile Revenue Assurance**
 05/12/2000 Customer billing process survey (documentation, analysis and evaluation).
 Customer billing systems survey (documentation, analysis and evaluation).
 Customer billing systems tests design and implementation.
 Customer billing systems remedy action plan definition.
- 02/24/2000 - **Telefonica Celular POA-BR Revenue Assurance**
 03/22/2000 Customer billing process survey (documentation, analysis and evaluation).
 Customer billing systems survey (documentation, analysis and evaluation).
 Customer billing systems tests design and implementation.

Additional Working Experience

- 1998 - 1999 **Solomon Software Chile**
 Development, Documentation, Tech Support and Analyst and Implementators' Training
- **Solomon IV World Class Systems Development** on Windows 95, 98 y NT platforms, Visual Basic 4.0, SQL Server (6.5 y 7.0), Crystal Reports (4.5 y 5).
- 1997 - 1998 **Republic National Bank of New York**
 Tech Support and User Training
- 1995 - 1997 **ComCor-DICTUC S.A.**
 Software Development.
- **Windows 3.1x, 95 y NT Development:** Visual Basic for Applications (Excel 7.0), MS Visual C++.
 - **UNIX Development:** UNIX-shell, SNMP via SNMX.

Education	1988 – 1995	Ingeniería Civil de Industrias, Mención Computación Pontificia Universidad Católica de Chile
	1984 – 1987	High School Colegio Saint George's College
	1976 – 1983	School Colegio Saint George's College
Languages	Spanish	Native
	English	Advanced English language command: written and spoken. National CORFO Registry, Test of English for International Communication (TOEIC): 955 pts (495 spoken, 460 written); Level 1, TOEIC Professional General (3/3+) Level.
Personal Information	National ID (R.U.T.)	10.531.222-9
	Birth Date	July 24 th , 1969
	Age	37 years
	Nationality	Chilean
	Marital State	Married, 2 children