



# Luis Manuel Chong Guerra

IT Professional

## Contact

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[Bold Profile](#)

## Skills

Enterprise Architecture /  
Solution Architect / Data  
Architect

Scrum / Agile

C, C++ & Pro C

PL SQL

Linux Shell Scripting & Admin

AI and Cloud enthusiast. I'm a software engineer with strong history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Experienced Solution Architect with over 20 years of experience in Telecommunications and IT area. Excellent reputation for solving problems and improving customer satisfaction. Hardworking and passionate job seeker with strong organizational skills. Ready to help team achieve company goals. IT pro Enthusiast to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of business requirements. Motivated to learn, grow and excel in IT Technologies. Resourceful Solution Architect with over 15 years of customer relationship management and implementation support. Highly skilled in managing complex solutions, implementations and integrations. Solution-focused professional with rich background in architecting and deploying innovative solutions tailored to meet specific client needs. Known for collaborative approach and results-driven mindset, consistently delivering high-quality outcomes. Trusted for adaptability and deep proficiency in cloud computing and enterprise architecture. Fluent in speaking and understanding English and Spanish languages. Excellent communication skills and extensive experience working with clients and partners.

## Work History

2022-05 -

Current

### Solution Architect

*Congero Technology Group Inc, Naucalpan de  
Juarez, MX*

- Implement payment solutions building Payment Gateway integrating with VISA Cybersource, Paypal, Googlepay, Applepay and others for US, Canada and Latin America. Solution is multicountry, multicurrency, multibrand.
- End2End Solution Architect for Equifax Inc.
- Designing solutions for BRM 12, R12, Microservices, Payment services.
- Working for US, CAN, Spain, UK, Dominican Republic and Chile business units, helping on the adoption of Global Financial Solution.
- Worked with business and technical teams to design E2E solutions and lead architectural dialogues to facilitate delivery of comprehensive solution.

DevOps

Web Services / Micro Services

Troubleshooting, Performance & Tuning

Python

AWS

Cloud, Virtualization & Containers

Cybersecurity

## Software

Oracle BRM 14

Linux

Oracle Developer

Dockers

Github

Jira

Python

GenAI

NGINX

Local AI (Ollama, OpenWebui, Comfyui)

- Worked closely with product teams to define and prioritize requirements.
- Conducted research to evaluate systems design and process efficiency.
- Effort Estimation.
- Improved solution efficiency by designing and implementing scalable architectures for enterprise clients.
- Facilitated seamless communication between technical teams and non-technical stakeholders by effectively translating complex concepts into understandable terms for all parties involved in projects.
- Accelerated project delivery with effective management of cross-functional teams, adhering to agile methodologies and best practices.
- Delivered high-quality solutions on time and within budget through diligent adherence to project scope, timelines, and resource constraints.
- Worked with customers or prospective customers to develop integrated solutions and lead detailed architectural dialogues to facilitate delivery of comprehensive solution.

2020-11 -  
2022-05

## BRM 12 Developer

*Oracle CGBU, CDMX, CDMX*

- Acting as BRM 12 Developer for Telenor Pakistan implementation.
- Effort estimation.
- Staffing, defining skills and roles for business / project requirements
- Wrote design Document and gathering functional requirements.
- Working with Scrum methodology and BRM 12.
- Owner of Subscription Management Module.
- Developed team communications and information for meetings.
- Delivered BRM 12 localized implementation within specific timeframes.
- Effort estimation, break down structure for new requirements.
- Streamlined code for faster load times and improved website performance.

- Mentored junior developers, fostering collaborative learning environment and supporting professional growth.
- Developed comprehensive documentation to facilitate seamless handoff to other team members.
- Established best practices for secure coding, reducing vulnerability risks within application.
- Participated in regular code reviews, ensuring high-quality standards were consistently met across all development efforts.
- Collaborated with cross-functional teams to ensure seamless integration of new features.
- Reduced development time by creating reusable code libraries for future projects.
- Implemented version control systems for effective collaboration among team members while maintaining code integrity.
- Optimized database structures for efficient data storage and retrieval.
- Debugged complex software issues, leading to more stable product release.
- Translated customer requirements into written use cases.
- Documented technical workflows and knowledge to educate newly hired employees.
- Discussed issues with team members to provide resolution and apply best practices.
- Rapidly prototyped new data processing capabilities to confirm integration feasibility into existing systems.
- Coordinated deployments of new software, feature updates and fixes.
- Authored code fixes and enhancements for inclusion in future code releases and patches.
- Adapted quickly to new technologies and programming languages, enhancing overall team productivity.
- Updated old code bases to modern development standards, improving functionality.

2019-10 -  
2020-10

### **Oracle Sr Developer**

*Accenture, Naucalpan de Juarez, Estado de Mexico*

- Managed Services for Empower Retirement working remotely.
- Applying Scrum Methodology.
- Executed technology implementation projects, minimizing downtimes and business disruptions.
- Creating, modifying and fix code using PL /SQL, OBIEE, SQL Tuning, Unix, Oracle Forms and Pro\*C for batch process.
- Tuning and performance Improvement.
- Using Scrum Methodology, GitLab, Jira.
- Worked with technical customers to understand needs and provide excellent service and deliverables.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Identified issues, analyzed information and provided solutions to problems.
- Improved operations times through consistent hard work and dedication.
- Increased customer satisfaction by resolving production issues issues.
- Exceeded goals through effective task prioritization and great work ethic.
- Conducted research, gathered information from multiple sources and presented results.

2009-07 -  
2019-09

## **BRM Solution Architect**

*Oracle de Mexico, CDMX, CDMX*

- Successfully BRM implementations for CSP like Telefonica, Totalplay, Bestel, Multimedios, Dish, etc. across LATAM region.
- Executed technology implementation projects, minimizing downtimes and business disruptions.
- Acting as Solution Architect, address customer inquiries and concerns.
- Conducted research, gathered information from multiple sources and presented results.
- Effort estimation as part of presales team.
- Reply to RFQ and RFPs.
- Staffing defining skills and roles to accomplish project requirements.
- Customer facing as Presales and Solution Architect
- Developed team communications and information for meetings.

- Drove operational improvements which resulted in savings and improved profit margins.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Delivered [BRM implementations](#) to customer locations within specific timeframes.
- Increased customer satisfaction implementing, fixing code and solving functional problems in production environments.
- Increased BRM performance by tuning mta applications, application parameters and Oracle database parameters.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Identified issues, analyzed information and provided solutions to problems.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Guided organizational technology strategy and roadmaps.
- Conducted company-wide technology instruction, onboarding and education.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Demonstrated familiarity with latest hardware, software and networking technology, as well as industry trends.
- Produced reports and updated customers and senior leaders on progress and roadblocks.
- Built, customized and repaired technology based on staff requests.
- Communicated with executive team and CEO to maximize development efficiencies and resolve technology issues.
- Closely collaborated with project members to identify and quickly address problems.
- Supported implementation of BRM systems to enable centralized management of tasks.
- Led team for software engineering services and supported key clients in development efforts, establishing standards, determining specifications and creating Service and Operational Level Agreements (SLA) and (OLA).

- Interviewed, hired, trained and mentored staff by coaching daily, leading performance reviews and offering constructive feedback.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Worked closely with management teams to plan, develop, coordinate and execute technical strategies aligned to client's vision, mission and purpose.
- Analyzed architecture design, scoping, implementation, testing and deployment needs to define project requirements.

2003-05 -  
2009-07

### **Billing Specialist**

*Nextel de México, Tlalnepantla, Mexico*

- Analyzed billing and rating issues to identify troubleshooting methods needed for quick remediation.
- Implementing in-house solutions for rating, billing and invoicing for Nextel Mexico
- BSS matter expert.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Configured systems according to prescribed software and hardware frameworks.
- Onboarded new users to internal systems by providing network credentialing, desktop and laptop usage and BYOD programs.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Managed system-wide operating system and software deployments as well as related software upgrade problems.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Executed technology implementation projects, minimizing downtimes and business disruptions.

1998-08 -  
2002-12

**Bachelor Degree in System Engineering:  
Computer Science And Programming**

*Universidad La Salle - CDMX*

2015-02 -  
2015-10

**No Degree: Business Management**

*IPADE - Ciudad De Mexico*

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## **Certifications**

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Certified Oracle BRM Developer -2015