

AFRAEL ORTIZ

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SUMMARY

As a Software Engineering Manager I led and empowered cross-functional engineering teams (up to 16) in a fast-paced Agile (SCRUM) environment. Delivered impactful products and services through collaboration with senior leadership, engineers, architects, and product partners. I have 20+ years of experience in software systems across diverse industries (banking, auto-retail, enterprise tax), and a proven ability to architect, design, and implement complex SaaS solutions with a strong technical background.

My key skills are: Leadership, product strategy, team management, software development, distributed & complex data systems.

I am passionate about fostering collaborative environments, empowering teams, and making a positive impact.

Platform and Tools: C#, DotNet, Angular, RabbitMQ, SQL Server, MongoDB, Docker, TeamCity, CI/CD, Github Actions, PagerDuty, SonarQube, Grafana, MSTeams Integrations, Agile Methodologies (SCRUM, Kanban), Agile Tools (Jira, Confluence), Project Management and task tracking systems.

EXPERIENCE

UKG (Ultimate Kronos Group)

Software Engineering Manager

August 2021 - Present

Fort Lauderdale, FL

- **Led High-Performing Teams:** Managed 2 SCRUM teams (up to 16 engineers) fostering a culture of growth. Conducted regular 1:1s, performance reviews, and facilitated career development. Successfully mentored and promoted 2 engineers to technical leadership roles. Identified knowledge gaps and created talent development plans to bridge them.
- **Delivered Business-Critical Solutions:** Led the development of a distributed export service (C#, MongoDB, RabbitMQ) enabling efficient processing of millions of employee data points and billions in transactions between payroll and tax platforms.
- **Improved Efficiency and Customer Satisfaction:** Implemented services with data validations that decreased customer support cases and cost-to-serve by 80%.
- **Agile Leader:** As a Certified SCRUM Master I used agile principles to identify roadblocks and risks. Created data visualizations (throughput, cycle time, velocity, burndown charts) to track progress and implemented mitigation strategies. Defined succession plans to ensure project continuity.
- **Strong Collaboration:** Partnered with product and engineering teams to strategize feature planning, ensuring technical feasibility and alignment with customer needs and value.
- **Elevated Engineering Practices:** Ensured adherence to company SaaS standards through code reviews, defined SLAs/SLOs, and implemented automated pipelines with alerting (GitHub Actions, SonarQube, MS Teams) for improved quality control.
- **Increased Automation:** Streamlined workflows by automating ticket creation (using Python, Jira, TeamCity) and scheduled alerts (using Python, PagerDuty, TeamCity, MSTeams).
- **Knowledge Management:** Created a centralized team documentation repository in Confluence for easy access to processes and engineering best practices.

Tools: C#, Python, DotNet, Angular, RabbitMQ, SQL Server, MongoDB, Docker, TeamCity, CI/CD, Github Actions, PagerDuty, SonarQube, Grafana, MSTeams Integrations, Agile Methodologies & Tools.

UKG (Formerly Ultimate Software)

SWE IV/Technical Lead

August 2016 - August 2021

Fort Lauderdale, FL

- **Collaborated with cross-functional teams:** Aligned technology roadmap with product vision by collaborating with a 10-member development team and fostered a culture of continuous learning by setting learning goals with engineers and promoting code quality initiatives.
- **Mentored and Onboarded Team Members:** Conducted regular 1:1s to support technical growth and quality goals, focusing on mentoring and onboarding junior engineers.

- **Delivered High-Impact Solutions:** Led the development of a C#, SQL Server, RabbitMQ service that reduced tax filing generation time by 98.5% for every million employees, significantly improving efficiency. Also implemented a suite of services (year-end filing, bank transaction and ACH creation, disk access isolation) using C#, SQL Server, RabbitMQ, leveraging Domain-Driven Design and message/event-driven architecture for scalability and maintainability.
 - **Technical Leadership and Innovation:** Championed the migration of a monolithic application to a microservices architecture, enabling horizontal scaling and improved performance. Developed a CLI utility to automate documentation generation based on Git commits, streamlining knowledge sharing.
- Tools:** C#, DotNet, Rabitt MQ, SQL Server, MS Orleans, Angular, TeamCity, Bash/Powershell Scripting, BitBucket, Kanban, Domain Driven Design.
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AutoNation

January 2010 - August 2016

Sr. Software Engineer / Technical Lead

Fort Lauderdale, FL

- **Established Development & Design Standards:** Implemented development and design guidelines for new features, ensuring project-wide consistency and quality.
- **Maintained High Coding Standards:** Actively participated in code reviews to uphold high code quality and adherence to established standards.
- **Agile Leadership:** Led daily stand-up meetings and collaborated in product owner meetings to define, prioritize, and track tasks for successful project delivery.
- **Technical Communication & Risk Management:** Effectively communicated with product owners. Translated complex technical concepts into clear, understandable terms. Managed project complexity and mitigated risks associated with feature requests.
- **Developed and Delivered Key Features:** Designed, architected, and implemented a mobile app client for the AutoNation CRM system, enhancing user experience and data access. Developed a web-based texting feature utilizing Microsoft SignalR to improve communication capabilities within the platform. Built a proprietary stock system for AutoNation, managing new vehicle inventory, handling invoice registration, and facilitating general ledger calculations, streamlining key business processes.

Tools: C#, DotNet, ASP.NET, SQL Server, Azure Queues, Xamarin, Bash/Powershell Scripting, BitBucket, SCRUM.

Assurant INC

May 2006 - August 2010

Software Engineer

Miami, FL

- Created a new validation library using regular expressions recipes.
 - Exposed data through a RESTful interface and refactored the methods that are invoked.
 - Created a security model that hides sensitive information through the use of variable substitution.
 - Designed and created web page layouts that support localization for international users.
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SMX Services and Consulting

May 2002 - February 2006

Programmer Analyst / Sr. Web Developer

Miami, FL

- Developed a contractor evaluation application for Miami Dade Public Schools, Web Capital Budgets Application and Web Contractor Evaluation Application.
 - Contributed to the Health and Social Services Ryan White project, Hillsborough County, Florida.
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Banco Exterior

May 2001 - May 2002

Programmer Analyst, SQL Server DBA

Caracas, Venezuela

- Served as the technical leader and group coordinator of the development team, developed middle ware and transaction handling components, COM components and custom ActiveX DLLs and controls.
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Unisys

1996 - 2000

Information Services Consultant

Caracas, Venezuela

- Participated during the implementation and deployment of a proprietary banking application. This included major projects in Venezuela and projects in Chile, U.S.A., Brazil and Puerto Rico.

STRENGTHS AND TECHNICAL SKILLS

Skills	SaaS Engineering and People Management, Agile Methodologies, SCRUM, Problem Solving, Technical Leadership, Product Road Mapping, Career Development, Mentoring, Hiring
Languages	C#, TypeScript, Powershell, Bash, Python, Java, TSQL (SQL Scripting)
Backend Tools	Rabbit MQ, Cloud Storage, Monitoring & Observability, REST APIs
Databases	Microsoft SQL Server, MongoDB
Tools	Vim, Git, Docker, GitHub, BitBucket, Jira, Confluence, Grafana, PagerDuty, TeamCity

CERTIFICATIONS

SCRUM Alliance

Advanced Certified SCRUM Master (A-CSM).

Certified SCRUM Master (CSM).

EDUCATION

Lisandro Alvarado University, Barquismeto, Venezuela

Bachelor of Science, Computer Science