

# HUMBERTO ACOSTA

Senior Systems Administrator | .NET Developer | Application Support Engineer  
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## PROFESSIONAL SUMMARY

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Senior Systems Administrator and .NET Developer with 20+ years of experience delivering Tier 1–3 application support, legacy-to-web modernization, and enterprise automation across US and LATAM operations. Proven track record resolving 30+ tickets weekly while maintaining 98%+ SLA compliance and supporting 3,000+ enterprise users. Migrated 8+ legacy .NET Framework WinForms/VB6 applications to modern ASP.NET MVC and RESTful Web API platforms. Expert in C#, VB.NET, SQL Server, Windows Server, IIS, Azure/AWS, PowerShell, Entity Framework, and .NET Core. Bilingual English/Spanish (native). Available for 100% remote roles.

## CORE TECHNICAL SKILLS

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- **Languages & Frameworks:** C#, VB.NET, ASP.NET MVC, ASP.NET Core, .NET Framework, .NET 6+, Web Forms, WinForms, JavaScript, HTML5, CSS3, PHP, T-SQL
- **Web Services & APIs:** RESTful APIs, SOAP Web Services, Microservices, JSON, XML, OAuth, API Integration, Entity Framework, Dapper, Postman, Swagger
- **Databases:** SQL Server (2008–2022), MySQL, Stored Procedures, SSIS, SSRS, SSMS, Query Optimization, Crystal Reports
- **Cloud & DevOps:** Microsoft Azure (App Services, DevOps), AWS (EC2, S3), CI/CD Pipelines, Git, TFS, Azure Repos, GitHub
- **Systems Administration:** Windows Server 2003–2022, IIS 7–10, Active Directory, Group Policy (GPO), DNS, TCP/IP, VPN, Network Troubleshooting
- **Automation & Scripting:** PowerShell, Bash, Batch Scripting, Task Scheduler, Cron, Custom .NET Automation Tools
- **ITSM & Support Tools:** ServiceNow, BMC Remedy, SysAid, JIRA, ITIL Foundation practices, SLA Management, Incident Management, Root Cause Analysis (RCA)
- **Monitoring & APM:** Quantum Metrics, Application Performance Monitoring, Log Analysis
- **Methodologies:** Agile/Scrum, Kanban, Change Management, OOP, SOLID principles, Code Reviews, Pair Programming
- **Enterprise Systems:** SAP (functional support), IBM AS400/iSeries, ERP systems
- **Languages:** English (Professional), Spanish (Native)

## PROFESSIONAL EXPERIENCE

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### Senior Systems Administrator / Web & API Support Developer

Jul 2022 – Present

*Southern Glazer's Wine & Spirits — Miramar, FL, USA (Remote-hybrid)*

- Deliver Tier 1–3 technical support for 3,000+ enterprise users across US and LATAM operations, resolving 30+ tickets weekly while sustaining 98%+ SLA compliance.
- Migrated 8+ legacy .NET Framework WinForms applications to modern ASP.NET MVC and RESTful Web API architecture, reducing desktop maintenance overhead and enabling browser-based access.
- Developed PowerShell and C# automation tools that save 6+ hours weekly of manual support effort, automating ticket triage, application health checks, and report generation.
- Architect and maintain RESTful Web API integrations spanning SAP, IBM AS400, SQL Server, and third-party services; troubleshoot using Visual Studio, SSMS, Fiddler, and Postman.
- Leverage Quantum Metrics APM to proactively identify incidents before user impact, reducing mean time to resolution (MTTR) on mission-critical applications.
- Collaborate cross-functionally with Development, QA, and Infrastructure teams via ServiceNow for root cause analysis, regression testing, and production deployment coordination.

### .NET Developer Support & IT Administrator Specialist

Sep 2020 – Feb 2023

*Brightstar / Likewize Corporation — Miami, FL, USA*

- Led API and application support for the LATAM region (Argentina, Mexico, Brazil), managing the incident queue in ServiceNow and building a reusable knowledge base that cut repeat-issue resolution time.

- Integrated Argentina's tax authority (AFIP) web services via RESTful APIs for trade-in applications, enabling regulatory compliance across 500+ daily transactions.
- Automated business processes using ASP.NET MVC, microservices, and Entity Framework, retiring legacy WinForms tools.
- Provided Tier II/III support, performed root cause analysis, and authored technical documentation adopted by global support teams.

### Senior Software Engineer & Application Support Lead

May 2019 – Aug 2020

HCL America (Brightstar Account) — Miami, FL, USA

- Led end-to-end migration from ASP.NET WebForms to ASP.NET MVC, modernizing 3 core business applications and improving long-term maintainability.
- Implemented Agile/Scrum ceremonies, CI/CD pipelines, and Azure DevOps branching strategy across the development team.
- Built PowerShell and C# monitoring and alerting tools that reduced post-deployment incident discovery time.

### .NET Developer & Application Support

Aug 2017 – Apr 2019

Brightstar Corporation — Miami, FL, USA

- Ensured 99.9%+ uptime for mission-critical logistics and warehouse applications supporting international operations across 20+ countries.
- Managed TFS user stories, branching, merges, and release packaging for a distributed development team.
- Participated in on-call rotation for production incidents; performed after-hours troubleshooting and hotfix deployments.

### Lead .NET Developer & Co-Founder

Sep 2015 – Aug 2017

Zulia Technology — Maracaibo, Venezuela

- Co-founded technology consultancy and led a 4-person engineering team delivering custom desktop/web solutions for the insurance and oil & gas sectors.
- Architected ZuBroker, a multi-tenant insurance policy management platform serving LATAM brokerage clients (C#, ASP.NET MVC, SQL Server).
- Implemented CI/CD, OOP/SOLID principles, peer code reviews, and Git-based branching workflow from project kick-off.

### Software & Support Coordinator

Jun 2008 – Sep 2015

Maersk Drilling — Ciudad Ojeda, Venezuela

- Designed and developed ERP, QHSE, and medical management systems using VB.NET, ASP.NET, SQL Server, and Crystal Reports.
- Managed IT infrastructure, end-user support, and ITIL-aligned incident management via BMC Remedy for an oil-drilling operation.
- Delivered Taydrill, an oil-drilling monitoring platform adopted across multiple Venezuelan oil-sector operations.

### Senior Software Developer

Jan 2006 – May 2008

TMHIG — Ciudad Ojeda, Venezuela

- Built desktop and web-based insurance management systems; optimized Crystal Reports reporting performance and T-SQL data-integration routines.

### Software Developer

Oct 1999 – Jan 2006

Centro Médico Docente Paraíso — Maracaibo, Venezuela

- Developed a medical ERP solution, modernized legacy systems, and implemented insurance billing modules for the hospital operations.

## EDUCATION & CERTIFICATIONS

- **Bachelor's in Computer Engineering (Software Development)** — Rafael Belloso Chacín University (URBE), Venezuela
- **Senior University Technician in Business Administration** — Rafael Belloso Chacín Technical College (CUNIBE), Venezuela
- **Complementary** — ITIL Foundation practices · English (Professional), Spanish (Native)