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Bruce Robinson Santamaría

.NET Developer · B.Eng. in Software Development

PROFILE

.NET developer with 5+ years of professional experience. I build integrations for the Q-Flow queue management and appointment platform for banks and public agencies in the US, Mexico and Canada: real-time displays, device clients, kiosks, online booking and SQL Server procedures, with CI/CD and quality gates. I focus on changes that are safe to ship and easy to undo, and on turning team know-how into AI-assisted engineering tools.

EXPERIENCE

.NET Developer · ACF Technologies
Jan 2023 — Present

- Develop and maintain Q-Flow (6.1, 6.2, 6.4) integrations for banks and public agencies in the US, Mexico and Canada.
- Long-term owner of production-critical systems: real-time info pages (SignalR, WebSockets), device clients in C# and VB.NET, agent toolbars, kiosks and online booking.
- Build desktop and console tools, class libraries, Windows services, Web Forms applications, web services and Web APIs.
- Plan and rehearse platform upgrades; ship SQL Server changes with rollback scripts and performance review; reports with Reporting Services.
- Maintain CI/CD and quality gates: GitLab CI, SonarQube, code signing and versioned releases.
- Built the team's AI-assisted engineering toolkit: knowledge bases and 10 agent skills (Claude Code) that scaffold projects, rebuild local environments and prepare QA and production handoffs, with customer data filtered out.

Software Developer · IT Complements
Aug 2021 — Dec 2022

- Developed modules for an audit management system under Scrum; designed its PostgreSQL database and built reports with JasperReports.

Web Developer, internship · Universidad Tecnológica de Huejotzingo
May — Aug 2020

- Built a document management module with HTML5, CSS3, JavaScript and PHP, and designed its MySQL database.

SELECTED PROJECTS

- **Real-time queue displays · Tier-1 bank, Mexico.** REST API + SignalR, a WebSocket device client driving two screens with independent audio, a locked-down kiosk profile and unattended installers.
- **Agent toolbar and messaging · Tier-1 bank, Mexico.** Packaged platform extension and a reactive Java (Quarkus) handler streaming ActiveMQ events to browsers with Server-Sent Events.
- **Online booking and platform upgrade · public office, US.** Upgrade rehearsal and guide for a new major version, and booking rules configurable without new releases.

SKILLS

Languages	C#, VB.NET, T-SQL, JavaScript, PowerShell, Python, Java (Quarkus), PHP, React (basic)
Platforms	.NET Framework, .NET, ASP.NET MVC / Web Forms / Web API, SignalR, WebSockets, SSE, ActiveMQ, IIS, Windows services
Data	SQL Server, Reporting Services, SSDT, PostgreSQL, MySQL, Redis
Delivery	Git, GitLab CI, SonarQube, code signing, versioned releases, Scrum
AI	Claude Code, agent skills, MCP, Playwright, knowledge-base design
Languages	Spanish (native), English (B1)

EDUCATION

B.Eng. Software Development and Management · UT Huejotzingo · 2020 — 2022

Associate degree, Multiplatform Software Development · UT Huejotzingo · 2018 — 2020

Programming Technician · CETIS No. 67 · 2012 — 2015

CERTIFICATIONS

AZ-900: Microsoft Azure Fundamentals · Cisco Linux Essentials · Cisco Cybersecurity Essentials · Cisco IoT Essentials · SCRUM Fundamentals Certified