

# OLDWEN A. ADRIANO

Live Oak, Texas

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## SENIOR .NET ENGINEER (AI & CRM-FOCUSED)

Senior .NET Engineer with 10+ years of experience designing and delivering enterprise-scale applications across financial services, CRM platforms, and high-availability systems. Proven track record leading development teams, building scalable architectures, and improving operational efficiency in complex environments. Currently focused on building AI-powered applications using .NET and Azure OpenAI, including conversational systems with Blazor frontends and API-driven backends. Experienced in integrating modern AI capabilities into real-world software solutions, with a strong emphasis on practical application, performance, and maintainability. Known for strong problem-solving, system design, and the ability to quickly adapt to emerging technologies while delivering production-ready solutions. Strong foundation in SOLID design principles and Agile software development practices.

### TECHNICAL SKILLS

**Languages:** C#, .NET, JavaScript, SQL, Python

**Frameworks, CRM & Technologies:** ASP.NET Core, Blazor, Web API, Entity Framework, REST APIs, Microsoft Dynamics CRM, Salesforce

**AI & Cloud:** Azure OpenAI, Prompt Engineering, API Integration, AI Application Development

**Databases:** SQL Server, Oracle, MySQL

**Tools & Platforms:** Visual Studio, Git, Azure, Postman

**Concepts:** SOLID Principles, Object-Oriented Design, Microservices, System Design, API Architecture, Agile/Scrum

## PROFESSIONAL EXPERIENCE

### INDEPENDENT SOFTWARE ENGINEER (AI & CRM-FOCUSED)

2021 – Present

- Designed and developed AI-powered applications using .NET, including a conversational chatbot with Blazor frontend and Web API backend
- Integrated Azure OpenAI services to enable dynamic, context-aware conversational interactions
- Implemented contextual response generation using external data sources to enhance relevance and personalization
- Designed and implemented RESTful APIs to support scalable and maintainable application architecture
- Applied prompt engineering techniques to improve response accuracy and system behavior
- Continuously studied and applied modern AI and software engineering practices through hands-on development and experimentation

### LEAD FULL STACK .NET DEVELOPER

Vault Social Clubs Investments LLC — San Antonio, TX

2018 – 2021

- Led design and development of enterprise applications supporting investor relations, portfolio management, and operational workflows
- Designed and implemented an immutable audit logging system using Stratis blockchain and .NET, improving transparency and regulatory compliance
- Developed and integrated MS Dynamics CRM solutions to streamline deal flow and investor management processes
- Architected and built RESTful APIs and backend services to support scalable system integrations
- Collaborated with business stakeholders to translate requirements into technical solutions, improving operational efficiency
- Owned full software development lifecycle including architecture, development, testing, and deployment

### LEAD SOFTWARE ENGINEER

Alorica Inc — San Antonio, TX

2015 – 2018

- Led development of large-scale Salesforce CRM solutions supporting Fortune 500 clients including American Express, Disney, HBO, and PGA
- Designed and delivered enterprise applications and integrations to support high-volume customer operations
- Improved system performance through targeted refactoring, resolving critical bottlenecks and increasing operational throughput by 14%
- Developed APIs, web services, and microservices to support complex business requirements and system integrations
- Managed full software development lifecycle including architecture, development, testing, and deployment
- Partnered with cross-functional teams to deliver scalable, high-impact solutions across global operations

#### **SR. APPLICATION DEVELOPER / TEAM LEAD**

**JP Morgan Chase & Co — San Antonio, TX  
2007 – 2015**

- Led development and maintenance of mission-critical applications supporting over 5,000 bank branches and 150,000+ users
- Managed a team of 6 developers, overseeing application design, architecture, and delivery across multiple systems
- Designed and built 14+ enterprise applications to improve operational efficiency across banking departments
- Delivered solutions that reduced manual effort and improved productivity by up to 16% in key business processes
- Owned full software development lifecycle including requirements, architecture, development, security, and deployment
- Collaborated with cross-functional business units to deliver scalable, high-impact enterprise solutions

#### **SENIOR SOFTWARE ENGINEER**

**MiSource Inc (Verizon Wireless Contract) — Schertz, TX  
2006 – 2007**

- Designed and developed solutions for field network operations, improving process efficiency and reporting capabilities
- Implemented distributed system architecture under budget, supporting web, database, and reporting services
- Built applications and ETL processes that reduced operational workload by 12% across regional teams

#### **PLATFORM MIGRATION ENGINEER**

**Diversified Technology Services Inc (DoD Contractor) — San Antonio, TX  
2004 – 2006**

- Migrated legacy ASP applications to modern .NET and SQL Server architecture for Air Force systems
- Refactored and optimized applications to improve performance and reliability
- Developed a web-based retirement and separation calculator used by Air Force personnel at scale

### **PROJECTS**

#### **AI Chatbot Application**

- Developed a conversational AI chatbot using Blazor and .NET Web API
- Integrated Azure OpenAI for dynamic, context-aware responses
- Implemented contextual response generation using external data sources
- Designed for real-world use as a portfolio and demonstration of applied AI development

#### **CRM & AI Integration (Concept / In Progress)**

- Exploring integration of AI-driven conversational interfaces within CRM workflows (Dynamics 365)
- Designing approaches to enhance customer interaction, automation, and data retrieval using AI

### **EDUCATION & CERTIFICATIONS**

**Microsoft Certified Professional**

**Scrum Master (Scrum.org)**

**San Antonio College**

AAS Coursework – Programming Track