Armando Ochoa

Technology Delivery & Data Engineering Consultant | HR Technology | AI Enablement | Automation & Reporting

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PROFESSIONAL SUMMARY

Technology delivery, data engineering, HR technology, and AI enablement professional with over a decade of experience across banking and consulting environments. Strong record leading enterprise data integrations, automation initiatives, reporting ecosystems, data quality controls, AI enablement, and production-ready technology solutions. Experienced in translating business, operational, and regulatory requirements into actionable technical deliverables, coordinating global stakeholders, stabilizing complex implementations, and delivering measurable operational value across Santander and other financial institutions. Currently expanding AI enablement practice into Microsoft 365 Copilot as part of an organization-wide shift from ChatGPT, and open to relocation within Europe.

CORE SKILLS

- **Delivery & Leadership:** Technology Project Delivery, Stakeholder Management, Cross-Functional Coordination, Executive Reporting, Project Recovery, Strategic Intake
- **Data Engineering:** ETL, Data Warehousing, Data Quality, Reconciliation, Data Governance, Data Lineage, SQL Architecture
- **Platforms & Tools:** Python Automation, Advanced SQL, Power BI, Oracle Integration Cloud (OIC), ADW, OAC, BI Publisher, Workday HCM, Snowflake, Azure
- **Engineering & Compliance:** Java & Web Services (SOAP/REST), Oracle BPM, HTML5, MVC, SDLC, UAT & QA, AML/CDD Technology, Norkom/NetReveal
- **AI Enablement:** Generative AI Strategy, AI Ambassador/AI Strategist, Custom Agents, Prompt Engineering, Microsoft 365 Copilot, Structured AI Project Workspaces

PROFESSIONAL EXPERIENCE

HR Technology Senior Consultant & Data Engineer | Santander Bank, N.A.

March 2023 – Present | Boston, MA

Enterprise Data Integration & Reporting

- Led analysis, definition, and implementation of complex Oracle Integration Cloud pipelines synchronizing global HCM data from Workday into ADW, establishing a reliable source of truth for bank-wide analytics.
- Engineered and maintained an ecosystem of 200+ OAC and BI Publisher reports and integrations supporting secure data distribution across banking systems and cross-functional stakeholders.
- Partnered with HR, operations, and technology stakeholders on intake, requirements, validation, and delivery.

Advanced Automation & AI-Driven Efficiency

- Engineered Python automation scripts that reduced manual HR operations processing time by up to 50%, increasing team capacity and data throughput.
- Created two organization-specific custom agents and structured AI project workspaces using reusable context, instructions, source materials, and prompt workflows to support consistent AI-assisted delivery.
- Applied AI Strategist / AI Ambassador practices to translate repeatable business and delivery needs into governed prompt structures, reusable knowledge bases, and practical adoption patterns.
- Building hands-on experience with Microsoft 365 Copilot as the organization transitions its AI tooling from ChatGPT to Copilot, extending existing prompt engineering and AI enablement practices to the new platform.
- Developed a high-performance reconciliation engine to identify discrepancies between Workday exports and ADW records and automatically generate SQL correction scripts, supporting 99%+ data accuracy.
- Built BI Publisher Report Human-in-the-Loop Automation combining a ChatGPT Project, Python, SQL, and API integrations, reducing a single report change from up to two hours to about six minutes.
- Built BI Publisher Catalogue Partially Automated Workflow for Oracle ADW to keep schedules, outputs, delivery destinations, and audit controls synchronized through a final-state model, replacing Excel-based maintenance.

Data Quality & Benefits Integration

- Automated a compliance framework applying data quality rules stored in ADW to employee records, feeding real-time health metrics to the reporting database.
- Built an automated Workday EIB builder transforming vendor Excel files and ADW mappings into Workday-ready files for Benefits and Disability updates, cutting manual entry risk.

HR Technology Consultant & Data Engineer | Santander Bank, N.A.
July 2020 – March 2023 | Boston, MA

- Supported HR technology operations, reporting, integrations, and automation across Santander HR platforms.
- Partnered with business, operations, and technology stakeholders on requirements, data validation, UAT, and integration solutions.
- Connected business needs, data outputs, quality checks, and technology delivery for recurring HR operations and reporting.

Data Engineer & SQL Architect | Santander Bank Polska
April 2024 – January 2025 (10 months) | Warsaw

Temporary lateral assignment within Santander for a specific project — not a second employer or a concurrent role. Returned to the HR Technology Senior Consultant role in Boston on completion.

- Orchestrated enterprise-level data integrity and governance frameworks across Snowflake, Azure, and Oracle.
- Engineered and optimized high-volume SQL and dynamic SQL scripts, reducing ETL execution latency.
- Established data governance protocols, metadata management, and lineage tracking across distributed cloud databases.
- Translated large datasets into actionable trends via Snowflake and Power BI for executive leadership.
- Acted as technical liaison between data engineering, analytics, and business units.

AML & Customer Due Diligence (CDD) Technical Senior Consultant / Project Manager | Everis (NTT Data)
September 2018 – July 2020 | Boston, MA

Key Achievement: Took over PM ownership mid-implementation of a complex AML/CDD program, re-established delivery control across US, Spain, and Mexico teams, and drove it to successful production of FinCEN-aligned Norkom/NetReveal capabilities.

- Re-baselined scope, delivery plans, risks, dependencies, and stakeholder expectations; led cross-functional delivery governance across business, compliance, data, and engineering.
- Coordinated the full project lifecycle from design validation through build, testing, defect resolution, UAT, deployment, go-live, and post-go-live stabilization.
- Translated FinCEN/AML/CDD/business requirements into technical architecture and oversaw Norkom/NetReveal detection capability design, configuration, and deployment.
- Managed status reporting and escalation paths across geographies, leading multilingual teams across the US, Spain, and Mexico.

AML & Customer Due Diligence (CDD) Technical Consultant | Everis (NTT Data)
August 2017 – August 2018 | Boston, MA

- Designed, developed, and supported Norkom/NetReveal applications and rule-based detection engines.
- Maintained AML data warehousing pipelines and data integrity; partnered with technical teams and business users on requirements, testing, and defect resolution in regulated banking environments.

Technical Analyst & Automation Developer | Inter-American Development Bank
December 2015 – June 2017 (1 yr 7 mo) | Washington, DC

Key Achievement: 1st Place, IDB Start Up Weekend 2016 — "Connecting Human Intelligence," an AI-driven knowledge-sharing prototype using IBM Watson and web-scraping.

- Engineered VBA-based enterprise tools (Ticket Manager, Asset Inventory, Mission Laptop Manager), automating manual logging and reporting and improving leadership visibility.
- Provided Tier 2/3 help desk support under strict SLAs and managed incident response and root-cause troubleshooting for critical outages.
- Managed the corporate application deployment lifecycle, including installation, configuration, and testing.

Software Engineer | Glider Software Solutions
December 2010 – December 2015 (5 yr 1 mo) | Mexico City

Lead UI Developer | Banorte/IXE

- Architected an end-to-end framework for a centralized POS application registration system and implemented scalable UIs using the MVC pattern.

Full Stack Developer | Banamex (Citibank Mexico)

- Orchestrated legacy migration of core banking frontends from Adobe Flex to HTML5 and engineered backend web services within Oracle BPM for mission-critical banking workflows.
- Conducted post-deployment data analysis and root-cause troubleshooting (L2/L3 support), and coordinated UAT and deployment documentation.

INDEPENDENT PROJECTS

AI Paint Estimation Agent for Muralists | Independent Developer

n8n, Anthropic Claude API, Python (Flask, NumPy, Pillow), Docker, PostgreSQL, Google Sheets API, Gmail API, Hetzner Cloud

- Built a conversational AI agent that turns a photo of a wall into a costed paint shopping list — 5 interconnected n8n workflows backed by a self-hosted Flask/Docker color-extraction microservice (k-means clustering over downsampled images, served via gunicorn on a self-managed Hetzner Cloud VPS), with Claude as the reasoning layer using custom tools for surface parameters, waste estimation, and sub-workflow execution, plus PostgreSQL-backed chat memory.
- Implemented perceptual color matching in CIELAB space (sRGB→XYZ→Lab, ΔE76 distance) against a scheduled-sync catalogue of 25,000+ commercial paint colors from 9 US brands, computing gallons and retail can counts from surface-porosity factors, coat count, and waste buffer.

Automated Contract Signing Pipeline | Independent Developer

n8n, SignNow API, Google Workspace APIs (Sheets, Drive, Docs), REST/OAuth, Webhooks

- Built a two-workflow, event-driven pipeline that automates contract renewals end to end: a daily cron reads a customer sheet, filters renewals due, clones and populates a Google Docs template, exports it to DOCX, and pushes it to SignNow with multi-party role mapping.
- Decoupled the long-running signature wait from execution by subscribing to SignNow's document.complete webhook, which downloads the executed PDF and files it automatically, eliminating manual document prep and filing.

HTML Publisher: Self-Service Static Site Hosting with Approval Workflow | Independent Developer

n8n, Caddy, Docker, SFTP, Telegram Bot API, JavaScript, Python, DNS, Hetzner Cloud

- Built a self-service platform that lets non-technical users publish static websites on a self-managed Hetzner server without touching GitHub, SSH, or Caddy: a Caddy-protected upload page feeds four n8n workflows (74 nodes, generated from Python) that validate each upload, push it by SFTP to a private HTTPS preview, and request approval by Telegram. Approved sites go live on a subdomain or custom domain, with the prior version archived for rollback.
- Added safeguards for open uploads: file-type allowlist and size caps, unsafe-path rejection, broken-link checks, per-owner site claims, DNS TXT domain-ownership checks, TLS certificates only for verified hostnames, weekly health alerts, and an installer that auto-restores the previous Caddy config if live sites stop answering.

Portfolio Sync: AI-Drafted Project Entries with Telegram Approval | Independent Developer

n8n, Anthropic Claude API, GitHub REST API, Telegram Bot API, Webhooks, JavaScript

- Built a 20-node n8n workflow that drafts portfolio entries for my other workflows. It runs daily at 08:00 or from a POST webhook, finds a workflow tagged "portfolio" that is missing from a GitHub-hosted projects.json, and skips ones already approved or declined.
- Sent workflow details to Claude through the Anthropic API, validated the tool-call draft in code, and asked for approval over Telegram before committing to GitHub. Decisions are kept in workflow static data; bad drafts raise a Telegram alert.

EDUCATION

Tecnológico de Monterrey (Querétaro campus)
Engineering in Electronic Systems (Ingeniería en Sistemas Electrónicos), Electrical and Electronics Engineering | 2000 – 2005

Visual Business School
Executive Master in Applied Artificial Intelligence & Process Optimization | 2026

CERTIFICATIONS

Power BI Data Analyst Associate | Introduction to Data Science in Python | Applied Plotting, Charting & Data Representation in Python | Introduction to Systematic Program Design | HCM Fundamentals

LANGUAGES

- Spanish: Native (C1 on European-scale versions)
- English: Professional working proficiency, B2 (10 years living in the USA)