

William Valera

Head of IT & Business Systems

Hands-on IT Manager · 20+ years in IT systems

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PROFESSIONAL SUMMARY

Technical lead for the ERP (Microsoft Dynamics NAV), data, applications, artificial intelligence, regulatory compliance, security and infrastructure of a distribution company. I analyse the business need, decide the solution and lead its implementation with a team of AI agents, reviewing and approving every change that reaches production. Accountable for 15+ production systems, around 60 automations on the ERP and up to 8 active projects in parallel.

CORE SKILLS

- **ERP · Microsoft Dynamics NAV:** Dynamics NAV · C/AL · NAS · Job Queue · SOAP · RDLC · EDI
- **Data engineering:** SQL Server · T-SQL · MySQL · MariaDB · ODBC · Python · Flask · pandas
- **AI inside the products:** OpenAI · Anthropic · DeepL · Whisper · CLIP · PyTorch
- **AI-driven development:** Claude Code · agents · hooks · Git · GitHub
- **Full-stack and offline apps:** FastAPI · Next.js · React · TypeScript · PWA · Three.js · PHP
- **Business automation:** Python · PyQt5 · Tkinter · ReportLab · openpyxl · PyMuPDF
- **Security:** Firewall UTM · VLAN · JWT · TOTP · Argon2id · Gitleaks · TLS
- **Infrastructure and operations:** Windows Server · Debian · Samba · rclone · Wasabi · AWS · Docker · VMware
- **Regulatory compliance:** EUDR · CBAM · PPWR · CLP/GHS · UFI · Python · PyQt5 · Dynamics NAV

PROFESSIONAL EXPERIENCE

Business Systems, Automation & AI Lead

2024 — present

Arte Regal Import, S.L. · Valencia

End-to-end accountability for ERP, data, applications, infrastructure, backups and information security.

ERP

- C/AL development traced in code and documentation
- WMS integration and unattended Job Queue / NAS processes
- EDI e-invoicing and RDLC reporting
- Digitalisation of EUDR, CBAM and PPWR compliance integrated with the ERP, and product-safety regulatory labelling (CLP/GHS/UFI)
- Python apps embedded in ERP actions, and SOAP services

Data & integration

- Architecture and technical lead of the central data platform: incremental ERP extraction, transformation, validation and publishing with per-application contracts
- Full and incremental ETL with staging, validation and atomic publishing
- Gradual migration of point-to-point integrations to a centralised architecture
- ERP integration with external platforms through REST APIs, resilient batch sync and record reconciliation
- Electronic data exchange with customers and suppliers

Digital product & AI

- B2B platforms integrated with the ERP and offline apps
- AI built into processes: translation with memory, multimodal vision, voice and tool-using agents
- ServiceDesk, 2D and 3D editors, maps and some 60 departmental tools
- Function-based AI agent team, from development to graphic design, with human approval
- AI-driven development: specification, code review and tests

Infrastructure & governance

- Hybrid on-premise and cloud environment
- Debian/Samba file server built from scratch with per-department permissions: 7 years in operation without failures, with maintenance and updates under my responsibility
- Dual backup strategy, physical and cloud: a second local server, and full, versioned rclone backups to Wasabi
- Secrets, vulnerability and version-control management
- Monitoring and alerting for infrastructure, databases and processes
- Risk management, access reviews and incident response
- Next-generation perimeter firewall and layered network segmentation, with the warehouse on its own network: administration, updates and maintenance

IT Consultant · ERP Implementation

2018 — 2024

Arte Regal Import, S.L. · Valencia

Member of the Microsoft Dynamics NAV and warehouse management implementation team, and lead of the e-commerce project.

- Team-based Dynamics NAV implementation: installation, configuration, requirements, testing, documentation and training
- Reports, SQL queries and functional customisation for each department
- WMS rollout (users, groups and permissions) and ERP integration
- Lead of the e-commerce project
- Data server set-up and L1/L2 support

Systems technician

2016 — 2018

Inversiones Di Consumo, C.A. · Venezuela

Level 1 and 2 technical support, on-site and remote, on Windows and Linux · Network installation and maintenance: routers, access points and cabling · File system organisation and automation of administrative tasks.

Technical sales

2009 — 2016

Inversiones Cristal.com, C.A. · Venezuela

Purchasing and inventory management for IT equipment and accessories · Design of internal controls for shipping and invoicing · Budget preparation and monitoring · Helpdesk coordination and customer portfolio management.

IT technical consultant

2009 — 2014

Serviequipos Lara, C.A. · Venezuela

Advice on IT equipment purchases based on cost and return analysis · Installation and configuration of production printing equipment (Ricoh, Xerox, Canon, HP) and network scanning · Data server administration.

Systems technician

2007 — 2009

Inversiones Cristal.com, C.A. · Venezuela

Network installation and maintenance · Technical support on Windows and Linux · Preventive and corrective maintenance of computers and printers.

General manager

2005 — 2006

Pequeña Obra de la Divina Providencia Don Orione · Barquisimeto, Venezuela

Administration of the organisation's databases and information systems · Development of programs for automated loading of card transactions (Visa, Mastercard, American Express) · Planning and delivery of resource-allocation projects.

KEY PROJECTS

- **Central data platform:** Feeds 4 systems every hour: purchasing, online store, B2B catalogue and internal tools.
- **B2B platform and sales app:** 28+ orders in the first days of the pilot · ~1 min sync · no licence costs.
- **EUDR, CBAM and PPWR compliance:** Supplier documentation tracking, digital and traceable, instead of loose emails and spreadsheets.
- **Corporate file server:** 7 years in operation without a single failure · every department's data centralised, with dual backups: physical and cloud.
- **AI agent team:** Up to 8 active projects in parallel with a single technical lead.
- **International purchasing app:** Used by the purchasing team at trade fairs in China, online and offline.
- **Supplier sourcing agent:** Hours of searching saved for the purchasing team · flags items already bought.
- **Regulatory labelling and product safety:** Manual maintenance of relationships replaced by sync from the source, with labels generated automatically.

EDUCATION · LANGUAGES

Systems Analyst · Universidad Centro Occidental Lisandro Alvarado (UCLA), Venezuela

Spanish: native · English: intermediate, fluent technical reading

Full case studies and architecture at williamvalera.dev