

Albert Terrazas

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Summary

Highly motivated and detail-oriented professional with experience in analyzing information, identifying patterns, and ensuring quality. Proven ability to work independently and as part of a team. Possesses strong analytical skills, cultural understanding, and a commitment to online safety.

Professional Experience

Sr Service Delivery Ops Team Lead | Accenture | Austin, Texas
April 2020 – June 2023

As a Senior Team Lead, I excel in navigating complex challenges and delivering real-time solutions that exceed stakeholder expectations. I streamline processes and align moving parts to meet training objectives, achieve service-level agreements, and facilitate successful recruitment initiatives.

- **Risk Management Expertise:** Demonstrated proficiency in risk assessment and management, ensuring strict adherence to compliance requirements.
- **Technical Proficiency:** Proven experience in user interactions and adept use of ticketing management systems like JIRA and ServiceNow.
- **Compliance Oversight:** Collaborated in the establishment of monitoring and auditing processes, ensuring regular assessments of compliance.
- **Effective Communication:** Demonstrated effective communication skills, fostering strong liaisons with internal stakeholders and regulatory bodies.
- **Investigation and Remediation:** Proven capability to conduct investigations into potential compliance breaches and implement successful remediation plans.
- **Cross-Functional Collaboration:** Successfully collaborated with various departments, including legal, IT, marketing, and operations, ensuring a holistic approach to compliance.
- **Documentation and Reporting:** Strong documentation skills, maintaining comprehensive records of compliance activities, and preparing insightful reports.

Sr Analyst | Accenture | Austin, Texas
September 2019 – April 2020

- **Regulatory Knowledge:**
 - Active participation in training activities, ensuring a comprehensive understanding of regulatory requirements.
 - Responding to team and user queries related to risk, showcasing an in-depth knowledge of regulatory compliance.
- **Risk Management:**

- Assisting the client with workflow needs, including shadowing and addressing questions related to common tasks in the processes.
- Supporting the Team Lead in providing clarification around process changes, updating the team on new processes, and educating agents on best practices.
- **Data Protection and Privacy:**
 - Engaging with the team to promote a high-performance culture and a positive work environment.
 - Creating new documentation to update processes in the product workflow, ensuring adherence to data protection and privacy regulations.
- **Ticket Management System:**
 - Assisting the Platform team in triaging, finding root cause analysis of bugs, and technical issues, and contributing to effective issue resolution.

Fraud Specialist | BcForward | Austin, Texas
June 2017 – May 2018

Reviewed purchases between users and merchants for fraud. Cancels and refunds fraudulent orders. Analyzes, identifies, and communicates trends to the team to immediately curb the impact of fraud on our users. Resolves orders that have gone out of SLA (Service Level Agreements). Provides training and mentorship to new Risk Associates and offers secondary support to the team. Develops and delivers presentations to product specialists and engineers to help them understand the scope of our team's daily responsibilities.

- **Regulatory Knowledge:**
 - Demonstrated in-depth understanding of the Digital Markets Act and EU regulations, including GDPR, ensuring adherence to provisions, requirements, and implications for digital market participants.
- **Risk Management:**
 - Proficiently manages risk associated with digital market activities, employing effective assessment techniques and implementing mitigation strategies.
- **Data Protection and Privacy:**
 - Ensures data processing activities comply with relevant laws, including GDPR and other applicable regulations, demonstrating a commitment to data protection and privacy.
- **Ticket Management System:**
 - Engages in user interactions and effectively utilizes ticketing management systems such as JIRA and ServiceNow, contributing to streamlined issue resolution and management.

Fraud Specialist | Adecco @ Apple | Austin, Texas
June 2017 – May 2018

- Applied expertise in identifying and preventing fraudulent activities, demonstrating a meticulous approach to detail and results.
- Maintained a high level of accuracy and confidentiality in safeguarding customer interests and financial transactions.

Skills

- **Regulatory Knowledge:** In-depth understanding of the Digital Markets Act, and EU regulations like GDPR, including its provisions, requirements, and implications for digital market participants.
- **Risk Management:** Proficient in risk assessment and management to identify potential compliance risks associated with digital market activities and implement effective mitigation strategies.
- **Data Protection and Privacy:** Knowledge of data protection and privacy regulations to ensure that data processing activities comply with relevant laws, including GDPR and other applicable regulations.
- **Ticket Management System:** Experience in user interactions, and ticketing management systems like JIRA, ServiceNow, etc.
- **Assessment or Auditing Experience:** Established monitoring and auditing processes to regularly assess and review compliance with compliance requirements.
- **Stakeholder Communication:** Effective communication skills to liaise with internal stakeholders, regulatory bodies, and external partners to ensure a comprehensive understanding of compliance obligations.
- **Investigation and Remediation:** Capability to conduct investigations into potential compliance breaches and implement remediation plans to address identified issues.
- **Cross-functional collaboration:** Ability to collaborate with various departments, including legal, IT, marketing, and operations, to ensure a holistic approach to compliance.
- **Documentation and Reporting:** Strong documentation skills to maintain records of compliance activities and prepare reports for internal and external stakeholders.
- **Continuous Learning:** Commitment to staying updated on regulatory changes and industry developments to ensure ongoing compliance.

Education

University of Texas - Austin, Texas

- *Currently in the Coding Bootcamp – learning Full Stack Web Development.*

Austin Community College - Austin, Texas

- *Associate of Applied Science – Applied Automotive Technology*
- *Applied Arts, Photography*

Technology

JavaScript | HTML | Express.js | Node.js | Git | CSS | Python | Photoshop | We API | Zendesk | Asana
| AWS | Tableau | SQL | Microsoft Office | Slack