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# LUIS ESPINOZA

## COMPLIANCE MANAGER - SOFTWARE ENGINEER

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### PROFESSIONAL SUMMARY

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Dynamic and versatile professional with a strong foundation in management and passion for software development. With 6+ years of leadership experience I bring a strategic and creative problem solving mindset to the tech industry. Now focused on mastering coding and building innovative software solutions, I am eager to contribute a fresh perspective and management expertise into collaborative software development projects as well as continuously expanding my technical skills.

Currently proficient in React, JavaScript, Node.js, Redux, HTML, CSS, SQL, PostgreSQL.

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### SKILLS

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- Analytical Thinking
- Team Leadership
- Interpersonal Communication
- Creative Problem Solving
- Decision-making
- Fast Learner

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### WORK HISTORY

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**Compliance Manager**, 12/2019 - 10/2024

**HCLTech (Xerox)**

- Managed an average of 12 Quality Analysts responsible of performing daily audits regarding service revenue processes in Xerox and multiple areas which include key SOX requirements.
- Achieved processes standardization by implementing improvements and control points.
- Proficient in delivering complete and accurate financial documentation for Internal Audit purposes.

**Billing Team Manager**, 01/2018 - 12/2019

**Xerox**

- Managed teams averaging 15 billing associates responsible of invoicing Xerox customers accurately and timely.
- Exceedingly achieved billing metrics and timely invoice creation for Xerox customers on a monthly basis.

**Trainer**, 01/2016 - 01/2018

**Xerox**

- Developed a great amount of training material for several billing/financial processes.
- Experienced in training new hires and tenure employees on billing/financial guidelines..
- Successfully transitioned various roles and processes from US locations into Guatemala new roles.

**Billing Representative**, 02/2015 - 12/2015

**Xerox**

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## CERTIFICATIONS

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Complete Full Stack Web Development Bootcamp  
, 12/2024

Learn Redux Course  
, 03/2025

Oracle Next Education - Back End Development Program  
, 07/2024

Python for Data Science and Machine Learning  
, 09/2024

Lean Six Sigma Yellow Belt  
, 10/2023

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## EDUCATION

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Computer Science  
**Universidad Galileo** - Guatemala

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## LANGUAGES

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English

Native or Bilingual

German

Elementary

Spanish

Native or Bilingual