
LUIS ESPINOZA

COMPLIANCE MANAGER - SOFTWARE ENGINEER

Guatemala City ♦ +502 3026-6154 ♦ lui.esp.11@gmail.com

PROFESSIONAL SUMMARY

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.

SKILLS

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

WORK HISTORY

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

LANGUAGES

Spanish

Native or Bilingual

English

Full Professional

German

Elementary

CERTIFICATIONS

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

EDUCATION

Coursework Toward Bachelor of Computer Science
Universidad Galileo - Guatemala