**Mark Cappiello**

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***Employment***

***Senior Trading System Analyst / Product Support****, Rebar Systems, Fort Lee, NJ:* ***4/17-Present***

* Support trading activities for hedge fund clients on Rebar ROME order management system.
* Monitor and troubleshoot trading data analytic scripts and work with developers to resolve issues.
* Research and report on bugs in ROME and GEMS order management systems and work closely with developers to troubleshoot and resolve production issues.
* Maintain and monitor FIX connections with external brokers as well as with internal servers.
* Develop and maintain support scripts to aid support team in performing ROME system health checks.
* Help maintain operational documentation knowledge base
* Interview and train new hires

***Client Liaison / Senior Trading System Analyst****, trueEX Group LLC., NYC:* ***9/16-3/17***

* Pro-actively monitor swaps trading platform, manage outages, and quickly recover lost or marginalized services.  Troubleshoot problems, perform root-cause analysis, and follow issues through to full resolution.  Liaise with clients, sales, product management, development, QA.  Document operational procedures.
* Trace orders and trades through their lifecycle; inspect system configurations, report and correct errors.
* Perform platform deployments and upgrades; Provide follow-up support post deployment.
* Help develop and maintain tools & scripts to cater to business needs; Generate business and technical reports.
* Project plan for system and Nagios monitoring in preparation for new Asia trading hours schedule.  Make updates to shell, python, and SQL scripts. Utilized git repository to check in those changes.

***Relationship Manager/Trading System Analyst,*** *Pragma Securities*, NYC; ***2/12-8/15***

* Managed European trade support.  Monitor Pragma’s proprietary OMS for trading Algo troubleshoot issues with regard to Algo performance.  Manage communication with traders, in-house sales teams and technical staff as to outage information as well as resolution and reconciliation of trading issues.
* Worked independently to provide support for production futures and currency trading activities during European market hours.  Troubleshoot system processes following configurations, upgrades and releases by researching application logs in a Linux file system.  Perform client service and support in an active trading environment.  Insure proper trade execution reporting for post-trade reports to Traiana.
* Monitor testing environment for system health and functionality.  Utilize VeriFIX to enter test trades and communicate issues encountered during testing to clients, QA and development teams. Use SVN repository to check-in any configuration changes made or rollback any configuration changes in production or testing environments .xml files.
* Maintain client relationships with attention to technical needs as required by trading expectations and performance.  Perform morning system health checks for US equity trading.  Monitor and support early morning US trading activities.  Responsible for communication and hand-off of support issues to US support team.

***Implementation Project Manager / Member Services.****Liquidnet Holdings, Inc.*, NYC*;* ***2/07-9/10***

* Product Support Representative responsible for supporting Liquidnet proprietary trading system. Configuration of new users.  Perform first and second level support interfacing directly with traders and sales teams, and researching issues with regard to Liquidnet trade negotiations.  Troubleshoot daily trading issues with external trading venues by monitoring and researching FIX logs as well as Liquidnet proprietary trading logs.  Monitor end-of-day activities for issues with OATS reporting as well as client allocation and trade summary reports.  Monitor and maintain FIX connections with NASD with regard to ACT reporting.  Utilized SQL and Perl to produce custom ad hoc reports.  Provide support and testing of backend system deployments.  Support and configure internal proprietary Liquidnet sales and trading scoreboard.
* Volunteered to lead newly formed Quantitative Trading Support team during Liquidnet acquisition of Miletus Trading. Supported day-to-day trading activities on an older and highly customized FlexTrade trading system as well as proprietary Mercury OMS as it was being developed.  Reorganized FlexTrade client configuration files to adhere to a common standard in order to make them more readable and less prone to configuration inconsistencies.  Research trade breaks.  Responsible for supporting custom OATS reporting script and working closely with Compliance team to resolve reporting issues.   (4/07-8/08).
* Joined Implementation team as an Implementation Project Manager responsible for Member on boarding process.  Worked with traders and techs to ensure proper functionality of new clients.   (8/08-9/09).

***Assistant Vice-President Trade Support Services.****ITG, Inc.*, NYC*;* ***12/00-02/07***

* + - Trade Application Support (1/06-2/07) Installing OMS software and training traders on various updates.  Understanding trader goals and needs in order to provide access to Algorithmic Trading Strategies best suited for them. Interfacing with various support staff to resolve trading issues in a timely manner.
    - ISS Team manager for Trading and Integration Services a customer service oriented group responsible for trade support and configuration for all client trading and exchange FIX connections.  Writing SQL queries for various configuration and research projects.  Second level support for Institutional Equity Trade Support team.  Handle erroneous trade filings and provide details to trade out of positions caused by system outages.  Carry out and document systems tests and assist in user acceptance tests.  Manage all software releases in trade order routing environment.  Training of level one support.  Oversee maintenance of system health.  Interview candidates for hire. (6/04-1/06)
    - Glueadmin -Maintained daily support and administration of high-volume Institutional Equity order routing Sybase database. Monitor and support hundreds of FIX sessions in proprietary monitoring application. Research trading issues in FIX logs. Assisted agency traders with daily trading activities, including determining open positions and identifying clients affected due to outages.  Research trade breaks.  Provided analysis and innovative solutions for trade support issues within ITG’s framework including POSIT.  Maintained support for automated trading strategies.  Researched trade issues in FIX and CMS protocol log files.  Coordinated setup of FIX connectivity for new client connections.  Configured clients and trading venues using SQL inserts in Sybase database.  (12/00-5/04)

***Various******Consulting 1994-2000***

* *Morgan Stanley Dean Witter*, NYC; Assistant Production Manager for Institutional Equities trading floor. Trouble shoot day-to-day application issues including various proprietary and non-proprietary applications.  Performed Enterprise and Market Data application support. (2/00-12/00)
* *Salomon Smith Barney*, NYC; Trained new hires.  Supported Commodities traders with various market data and trading applications.  Planned and implemented various relocation projects. (5/97-10/99)
* *Dillon Reed*, NYC; Team Lead responsible for supporting trading floor hardware and software needs.  Maintaining market data feeds.  Communicating outage information to stakeholders.  (3/94-2/95)

***Education***

**Thomas Edison State College, Trenton NJ**

B.S.B.A. General Management

***Professional development***

* Coursera: Python 3 Programming Specialization, University of Michigan

***Licenses***  formerly held FINRA Series 7, 63, 55 and 24.