Xavier Lozano

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PROFESSIONAL SUMMARY

Detail-oriented professional with extensive experience in technical support, process improvement, and documentation. Skilled in identifying opportunities to optimize workflows, resolving discrepancies, and ensuring compliance with regulatory requirements. Adept at leveraging technology to streamline operations and provide exceptional client service. Fluent in English and Spanish, with a proven ability to adapt quickly to new systems and evolving environments.

SKILLS

- Process improvement and optimization
- Compliance and regulatory procedures (experience following AML processes such as client questioning and reporting to investigative teams)
- Documentation and workflow management
- Financial transaction monitoring and reconciliation
- Advanced problem-solving and data analysis
- Experience with PowerShell scripting, Python, and SQL
- Adaptability to new technologies (ZenDesk, AWS, Hubspot)
- Effective communication and stakeholder engagement
- Bilingual: English and Spanish

RELEVANT WORK EXPERIENCE

Client Services Specialist

Questrade | *January 2023 - Current*

- Provided technical support for trading software, ensuring timely resolution of client issues and minimizing downtime.
- Collaborated with internal teams to enhance service delivery and develop user-friendly systems.

- Maintained meticulous records of client interactions, contributing to improved process documentation and workflow efficiency.
- Assisted with complex transactions, ensuring accuracy and compliance with organizational standards.

Human Resources Support

Canada's Wonderland | *January 2019 - April 2019*

- Supported data management and documentation processes for employee onboarding and access control.
- Worked across departments to ensure compliance with HR and security protocols.

EDUCATION

Ontario College Diploma in Computer Programming
Seneca College | September 2020 - April 2023

- Key Courses: Web programming fundamentals, object-oriented programming, database management, and Linux systems.
- Gained hands-on experience in scripting and developing web-based applications.

VOLUNTEERING

VP of Education
The North Toastmasters Club | 2020 - 2021

- Coordinated and planned meetings, fostering skill development and effective communication among members.
- Documented member progress and implemented strategies to enhance club efficiency.

TECHNICAL PROJECT EXPERIENCE

Portfolio

- Developed a ReactJS-based application featuring dynamic content generation and client-side routing, showcasing adaptability in web development.

https://xavier-alejandro.com/

Xavi's Music Lounge

● Designed and implemented an Angular and Node application, integrating Spotify's public API and MongoDB, demonstrating API development and database management expertise.

https://legendary-tartufo-7b1cd1.netlify.app/register

Room of Chat

● Built a real-time communication app using Angular, Node, and Socket.io, highlighting skills in system architecture and user interface design.

https://spontaneous-manatee-291ab8.netlify.app/

CERTIFICATIONS & LEARNING

● Experience with IT scripting and automation (PowerShell).
● Familiarity with AML and compliance procedures.
● Knowledge of data dashboards and analysis tools.