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ALEXANDRA ANGULO

PRODUCTION SUPPORT ANALYST

PROFESSIONAL SUMMARY

Production Support Analyst with over 7 years of experience in operational excellence and client management, consistently exceeding performance metrics through effective task prioritization and incident management. Demonstrates strong business acumen and a client-focused strategy, driving customer success and fostering cross-functional collaboration. Aspiring full-stack developer with hands-on experience in JavaScript, TypeScript, Python, SQL, and modern web frameworks, including React and Node.js, eager to leverage technical skills for innovative solutions.

EMPLOYMENT HISTORY

MAR 2022 – PRESENT
Production Support Analyst, RS2 Software Plc, Remote

- Support 24/7 card processing in cloud platforms for a major acquiring bank, ensuring customer success and issue resolution outlined by SLA.
- Drive customer success by assisting with application administration, service provisioning, and onboarding. Identify and address new incidents, improving operational efficiency.
- Streamline issue resolution workflows, improving client satisfaction, CRM (Confluence, JIRA, and Zendesk), and operational performance. Own the creation of the RCA providing steps for effective long-term solutions.
- Foster cross-functional collaboration during triage calls with clients, card brands, and internal teams to troubleshoot complex issues effectively.
- Coordinate production releases, perform smoke testing, and manage delivery operations, consistently exceeding performance metrics through task prioritization.
- Identify and address new incidents, file delays, and SFTP issues, adhering to strict security protocols to communicate to customers during on-call 24x7 weekend shifts.

MAY 2021 – MAR 2022
Cards Specialist, Credit Union of the Rockies, Golden, CO

- Fostered strong vendor relationships to facilitate VISA DPS Card migration, ensuring smooth system integration and compliance requirements.
- Streamlined fraud account research/communication to customers, enhancing efficiency in claim payouts/chargebacks and business processes while maintaining financial integrity.
- Executed precise ATM balancing and G/L adjustments, maintaining accurate financial records and reconciling processor network discrepancies.
- Analyzed fraud trends/creative solutions to develop and facilitate new rule sets, proactively mitigating risks and enhancing overall security protocols.

MAR 2018 – MAY 2021
Loan Servicing Specialist, Wells Fargo, Denver, CO

- Improved operational efficiency for 2,500 commercial clients, enhancing accuracy in payments, fixed borrowings, and LIBOR resets.
- Resolved complex loan support inquiries through in-depth research, problem-solving, and thorough post-booking document reviews.
- Partnered with cross-functional teams to address client concerns, streamline workflows, and enhance the overall efficiency of loan servicing operations.
- Established position as Subject Matter Expert, motivating/training colleagues and improving team efficiency in loan servicing tasks to build regulatory knowledge.
- Contributed to system improvements through regression testing for quarterly patch releases and updated technical documentation/scripts for improvement of the UX.

EDUCATION

Information Systems - Completed 3 years, University of Colorado Denver

High School Diploma, Denver Christian High School

Graduated 2004