

# Daniel Castro

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## RELATED WORK EXPERIENCE

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### Client Services Coordinator, Associate

July 2016 – Present

PwC Law LLP, 18 York - Toronto, Ontario

- Innovatively developed a streamlined immigration drafting tool through the use of VBA in Excel and Javascript in static PDF forms for a million dollar project that saved the firm an estimated \$100,000+ as milestones were met 3 months in advance, less resources were needed to allow for a smaller team, draft quality increased through minimized error, allowed for online attorney review, and it became the first year where staff did not need to use overtime
- Became the resident Google Ninja for PwC Law and promoted advanced use of G Suite by programming with Google Apps Script for teams across the firm to assist in operations such as: an advanced re-initiation chart that prompted improved coordination between members of the client's HR team across the United States, mail merge email scripting, workload management among internal teams, and mail delivery tracking for administrative teams
- Converted the data manipulation and blending needed to process client reports into automated Alteryx workflows – resulted in processing taking seconds for the reporting team and increasing the accuracy and quality of the reports
- Attended internal PwC training on QlikSense and Tableau and leveraged the capabilities of those programs to create dashboards for leadership, clients, and management to assess cases processed and the analysis on ticket inquiries to determine points in the data that could provide a potential area of process improvement
- Acted as a Subject Matter Expert (SME) on the PwC Law drafting process and Adobe PDF Form capabilities while assisting the Business Operations and Technology teams in the procurement of new cloud-based tech solutions that could meet the firm's requirements and be a scalable part of the firm's vision
- Participated in the technology transformation of the firm by contributing to the business case writing, requirements analysis, design, development, and user acceptance testing phases of the new tech solutions as well as creating technical documentation and process map updates
- Developed targeted presentations and communications for clients, leadership, management, and staff to ensure that information was communicated effectively
- Managed user escalations that arose from the use of the drafting tool and projects that used programmed Google scripts at the PwC Law level
- Recognized internally for an outstanding contribution, attained the highest possible grade in the performance review, and received the Spotlight Award as a reward for my innovative solutions

### Case Coordinator

May 2015 – July 2016

PwC Law LLP, 18 York - Toronto, Ontario

- Used Microsoft Excel to automate the creation and processing of a Service Level Agreement Report (SLA) for the client based on the firm's data to show efficiency and completion metrics for various types of cases filed by the firm
- Documented a variety of identified issues from all levels of staff which included context, explanations, and suggested solutions to each process improvement-related item while including detailed examples and screenshots – resulted in use by the management team to implement changes to current processes

## SKILLS & LANGUAGES

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- Programming languages: Javascript, Google Apps Script, Java, HTML, VBA
- Software: G Suite, Tableau, QlikSense, Alteryx, Microsoft Office, Adobe Creative Suite, RPA Express
- Operating Systems: Windows, Linux

## EDUCATION

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### Bachelor of Science – Computer Science

September 2017 – April 2020

Ryerson University, Toronto, Ontario

- Unofficial CGPA: 4.33/4.33 or 90 to 100% on the 4.33 scale

### Honours Bachelor of Accounting

September 2010 – October 2014

Goodman School of Business, Brock University, St. Catharines, Ontario

- Selected and awarded by the University with the Board of Trustees Spirit of Brock Medal at the Fall convocation ceremony for outstanding contributions in over 40 internal and external Brock-related roles while best exemplifying leadership, courage, innovation, inspiration, and community involvement