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| eSTEBAN ROMERO  416-629-7952  ESROLEO@GMAIL.COM |
| Summary • Experienced in Equities/FX IT support at the Incident, Problem and Change management.  • Excel at interfacing with internal or external members to ensure organizational goals are attained.  • Manage task efficiently by always looking for a proactive approach to deal with issues.  • Possess excellent interpersonal, analytical, and organizational skills to satisfy our stakeholders.  • Driven individual that enjoys learning and new challenges. Skills  |  |  | | --- | --- | | * HTML (proficient) * CSS (proficient) * CSS FLEX/GRIDS (proficient) * UNIX (7 YEARS) * ORACLE (5 YEARS) * FIX PROTOCOL (7 YEARS) * ITRS (6 YEARS) * SYBASE (7 YEARS) * CONTROL M (2 YEARS) * BLADELOGIC RLM (2 YEAR) * CONFLUENCE (7 YEARS) * JIRA (7 YEARS) | * MS SQL (7 YEARS) * BROADWAY (1 YEAR) * AUTOSYS (1 YEAR) * ADOBE CAPTIVATE (1 YEAR) * VISIO (1 YEAR) * VISUAL BASIC (1 YEAR) | |

# Experience

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| sEPTEMBER 2019 – pRESENTTechnology analyst specialist, BMO CM FX / toronto• Support FX Desk US/Canadian to mitigate issues relating to currency spreads pricing profiles, allocations and order booking through the incident, problem and change management.• Use Broadway “electronic dealing” vendor application to set up, maintain and modify clients. This includes client flow, venues, users and pricing profiles which includes different margin groups.• Use ORACLE to investigate trade issues in the back end, set up accounts, and investigate audit history using TOC explorer.• Set up clients in FXall, Tick Trade Systems and Bloomberg.• Set up log monitoring using inhouse tools.• Support issues related to FIX messages using Linux and Windows.• Manage and maintain the knowledge base for the applications under which I support in confluence as well as managing issues using JIRA.• Troubleshoot and investigate issues including the support and maintenance of in-house scripts.jANUARY 2013 – sEPTEMBER 2019Application support analyst,RBC CM Equities / toroNTO• Manage pre-open checks for the CA electronic and client connectivity applications.• Support Canadian Fidessa Retail desk by using Vendor based FIDESSA application. Communicate with vendor through the incident/problem/change management process to find permanent solutions. This included working day to day with Prop traders for any issues that might arise from technical or trading perspective.• Support Canadian Fidessa Institutional desk by using in-house based FIDESSA application. Communicate with developers through the incident/problem/change management process to find permanent solutions. This included working day to day with Institutional traders for any issues that might from technical or trading perspective.• Support the Electronic Trading desk specifically on the Electronic FIX gateway by investigating FIX messages, FIX connection status through incident/problem and change management.• Support client connectivity for electronic, CASH, Futures and Fixed Income by managing communication with required teams.• Set up client connectivity monitoring in ITRS for the Electronic, CASH, Futures and Fixed Income clients. This includes setting up string inclusions, exclusions and gateway views using API’s.• Worked on Retail/Institutional Fidessa server migrations to Linux. ITRS migrations to different datacenters. Electronic FIX gateway migration to a four Cluster Nodes Catalys servers.• Manage and maintain the knowledge base using confluence.• Use of SYBASE and MySQL to provide support activities of managing configurations and supporting scripts.• Use of Linux for investigations to support the electronic FIX gateway application by analyzing fix messages and error logs. • Use of BladeLogic RLM to do deployments for different applications, including investigation when issues arise during the releases. |
| September 2011 – november 2012Application support analyst, union bank of switzerlanD / New york• Manage pre-open checks for the program and cash desk.• Support the Program desk through the incident management process including application releases.• Identify and rectify issues, during and after market hours.• Work with development to liaise requirements with business daily. • Manage and maintain the knowledge base for the applications which I support. january 2011 – march 2011system AUDITOR, price waterhouse coopers&lybrand / puerto rico• Conduct external IT system auditing for specific clients. That is the testing of various internal controls within the systems of the company in relation to IT systems.March 2010 – September 2010IT assistant, fomento industrial-pridco / Puerto rico• Prepare virtual presentations to address the specific teaching needs of the company to a certain group of people via the department Web Pages, You Tube’s Channels and DVD’s.• This task was performed with the use of pre-package programs:o Adobe Captivate CS5o Adobe Encore CS5o Adobe After Effects CS5o Content Managerso Adobe Acrobat Pro 9 o Knowledge Tree |

# Education

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| 2010University of Puerto Rico, Río Piedras Campus, San Juan, PR. GPA 3.2 Bachelor’s Degree in business administration, Major in Information Technology |
| 2005Colegio San Ignacio de LOYOLA, San Juan, PR |

# LANGUAGE PROFICIENCY

English - Fluent (speaking, reading, writing)

Spanish - Fluent (speaking, reading, writing)