

# ESTEBAN ROMERO

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## 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 tasks 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.
- Enjoys reading books and exercising.

## SKILLS

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| <ul style="list-style-type: none"><li>• HTML/CSS</li><li>• BOOTSTRAP/MATERIALIZE</li><li>• LOCAL STORAGE API</li><li>• JAVASCRIPT</li><li>• API'S JSON</li><li>• NODE JS</li><li>• EXPRESS</li><li>• HEROKU</li><li>• INSOMNIA</li><li>• INQUIRER/FS</li><li>• SEQUELIZE</li><li>• REACT</li><li>• PWA(INDEX DB)</li><li>• MONGODB/MONGOOSE JS</li><li>• WEBPACK</li></ul> | <ul style="list-style-type: none"><li>• JIRA (7 YEARS)</li><li>• UNIX (7 YEARS)</li><li>• ORACLE (5 YEARS)</li><li>• FIX PROTOCOL (7 YEARS)</li><li>• ITRS (6 YEARS)MS SQL (7 YEARS)</li><li>• BROADWAY (1 YEAR)</li><li>• AUTOSYS (1 YEAR)</li><li>• ADOBE CAPTIVATE (1 YEAR)</li><li>• VISIO (1 YEAR)</li><li>• VISUAL BASIC (1 YEAR)</li><li>• BLADELOGIC RLM (2 YEAR)</li><li>• CONFLUENCE (7 YEARS)</li><li>• SYBASE (7 YEARS)</li><li>• CONTROL M (2 YEARS)</li></ul> |
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## EXPERIENCE

SEPTEMBER 2019 – PRESENT

TECHNOLOGY ANALYST SPECIALIST, **BMO CM FX** / TORONTO

- Support FX Desk US/Canadian to mitigate issues relating to currency spreads pricing profiles, allocations and order booking.

- Support FX Desk US/Canadian on incident, problem and change management to maintain and improve our trading and booking systems.
- 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 2019**

##### **APPLICATION 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 applications. Communicate with the 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 an 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 arise from a 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/change management.
- Support client connectivity for electronic, CASH, Futures and Fixed Income by managing communication with required teams.
- Set up client connective 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 four Cluster Nodes Catalys servers.
- Manage and maintain the knowledge base using confluence for the applications under which I supported.
- 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 2012**

##### **APPLICATION 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 2011**

##### **SYSTEM 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 2010**

##### **IT 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, Youtube Channels and DVD's.
- This task was performed with the use of pre-package programs:
  - o Adobe Captivate CS5
  - o Adobe Encore CS5
  - o Adobe After Effects CS5
  - o Content Managers
  - o Adobe Acrobat Pro 9
  - o Knowledge Tree

## **EDUCATION**

#### **2010**

##### **UNIVERSITY OF PUERTO RICO, RÍO PIEDRAS CAMPUS, SAN JUAN, PR. GPA**

#### **3.2**

Bachelor's Degree in business administration, Major in Information Technology

#### **2005**

##### **COLEGIO SAN IGNACIO DE LOYOLA, SAN JUAN, PR**

## **LANGUAGE PROFICIENCY**

English - Fluent (speaking, reading, writing)

Spanish - Fluent (speaking, reading, writing)