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## FRANCISCO ORTEGA

DIRECTOR OF COMPLIANCE | [WWW.LINKEDIN.COM/IN/FORTEGA-MBA-CAMS](http://WWW.LINKEDIN.COM/IN/FORTEGA-MBA-CAMS)

### OBJECTIVE

To work with intelligent individuals with a passion for what they do and drive to take the company to the next level using best practices in legal/regulatory compliance, FinTech, cross-border payments, marketing, and customer satisfaction.

### COLLEAGUES SAY:

*"I was so awed by his quiet, yet effective, leadership... most impressed with his maturity, patience, and professionalism."*

Christine Stopka, Ph.D., ATC, LAT, CSCS, CAPE, MTAA  
Professor, Exercise Therapy and Adapted Physical Education  
College of Health and Human Performance; cstopka@hhp.ufl.edu

### EXPERIENCE

#### DIRECTOR OF OPERATIONS

##### **DIRECTOR OF COMPLIANCE • ENVIOS 22-24, INC • AUGUST 2014-**

Design BSA/AML(USA) and UAF (Nic)compliance training program for 50+ employees in Florida and Nicaragua.

Design remittance software that incorporates all regulatory requirements for KYC, AML, Bank Secrecy, Gramm-Leach-Bliley, OFAC SDN list checks, and governing bodies of Nicaragua: UAF, SIBOIF.

Utilize SCRUM and Agile project management methodology to lead team of developers in Nicaragua during 4-year development

Hold a close relationship with regulators and bankers

Meet bi-annually with bank compliance department in USA

Visit Nicaraguan banking partners to, for example, demonstrate transparent policies that are key in maintaining a healthy banking relationship.

Consolidate and monitor agent accounts in Nicaragua and USA to ensure proper commission dispersal and proper data capture during order creation

Travel to Nicaragua to sign new agents – signed 20% of existing agents

##### **CUSTOMER RELATIONSHIP AND PR MANAGER • ENVIOS 22-24, INC • AUGUST 2010 – AUGUST 2014**

Used techs like Kibana, Tableau, RapidMiner, python, and MS Power BI to find patterns in customer sending tendencies. Divided customers into distinct clusters to optimize pricing and specials. Proficient in WordPress, Google Analytics, Facebook Pages/Promotions, with focus on SEO and guerilla marketing strategies. Did



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### IN A NUTSHELL:

If I don't know how to do something, I'll research and turn over every stone to figure it out. I'm very detail oriented. I really thrive while working under pressure and get really creative on tight budgets. I earned the degree: Global MBA in LatAm which included visits to prominent businesses and universities around the world, in cities Bogota, Lima, Madrid, Shanghai, Beijing, Nicaragua, and Boston. I want to continue to work with RemTech and FinTech firms that plan to offer innovative financial services to Central and South America as I feel that safe and legal access to funds from abroad is key to prosperity in developing countries of LATAM.

### EDUCATION AND CERTIFICATIONS

#### FULL STACK WEB DEVELOPER – BOOTCAMP FULL STACK • UNIVERSITY OF MIAMI

Worked with the MERN stack to develop apps and CLI tools. Proficiency in javascript, mongoDB, GoogleAPIs, redux, React, express and others.

#### MBA - MASTER OF BUSINESS ADMINISTRATION • SEPTEMBER 2017 • INCAE BUSINESS SCHOOL

I chose to earn MBA from #1 Business School in Latin America specifically to learn more about global business perspective with LATAM focus

#### CAMS - CERTIFIED ANTI MONEY-LAUNDERING SPECIALIST • JULY 2017 • ASSOCIATION OF CERTIFIED ANTI MONEY-LAUNDERING SPECIALISTS

This certification is provided by the global ACAMS and intends to provide industry members and employers with a means of recognizing those who have proven to have a solid understanding of international AML policies and procedures.

#### BACHELOR OF SCIENCE – FOOD SCIENCE AND HUMAN NUTRITION • JUNE 2009 • UNIVERSITY OF FLORIDA

My interest in Statistics, Chemistry, and Physiology – seemingly unrelated to remittance – has served as a foundation for learning the technologies used today in data mining and business analytics.



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## VOLUNTEER EXPERIENCE AND LIFESTYLE

Alachua County Special Olympics – 2009 - Event Director and Photographer

World Congress on Disabilities – 2008 - Jacksonville, FL

Hands To Love – 2008 – Assist and Mentor children with upper limb deficiencies - Camp Crystal Lake, Starke, FL

Theater Strike Force – Member of Improv/Sketch Comedy troupe – 2008 - Gainesville, FL

Avid Drummer since 2006

Amateur photographer and bokeh addict since 2000

**Father of beautiful baby girl since 2017**



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