

FRANCO STERRANTINO – DATA ENGINEER

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OPENBANK – Data Analytics Analyst

Ene 2023 – Oct 2023

Openbank is the Digital Bank of Santander Group. Its objective is to build a solid platform called Model Bank that could allow Santander Group to open a cost-effective Bank in a new country fastly enough. It's operating in Spain (with traditional processes) and in Argentina and Germany (new infrastructure).

Responsibilities: Identification of the needs of the requiring departments for the generation of Dashboards using SQL (Athena) and Quicksight with the aim of conducting controls on operations or supporting specific business decisions:

- Cards Operations: Quantification of technological and operational incidents impacting P&L. Enabling the development of action plans for mitigation, resulting in a 50% reduction in P&L.
- Security Challenges in Transfers: Definition of logical thresholds to request second factors from customers, improving the experience for 100% of customers.
- Debin/Credit: Enabled the decision to suspend the product when it was causing losses and reputational impact to the Bank.
- Account Quantity Control: Enabled monitoring of customers who, due to specific errors, had a greater number of accounts than the limit allowed. Avoiding regulatory issues with the Central Bank of the Argentine Republic.
- Product Prioritization: Development of a dashboard with weights and "objective" variables aligned with the organization's goals, allowing the prioritization of all projects involving technological development. Avoiding subjective discussions, saving time for all areas each quarter, and focusing on projects with the most impact on the business.

OPENBANK - IT & Operational Risk Specialist

Jun 2022 – Dic 2022

Implementation of methodology and management in a Fintech with approximately 100 employees:

- KPIs: Creation and implementation of risk appetite control indicators for all departments (Cyber, IT, Operational Risk, Vendor Management, Business Continuity, Anti-Money Laundering, Fraud, etc.). Allowing a summarized and objective overview of the most important management focuses and early escalation in case of potential deviations.
- Loss Event Database: Development of the process and definition of required information to obtain a daily breakdown of Operational Risk events attributed to P&L. This enabled analysis, quantification, and the definition of mitigation plans for events with the greatest impact root causes.
- Policies and Procedures: Drafting multiple documents supporting the team's operations and other departments, in compliance with regulatory standards.
- Risk Self-Assessment: Implementation of the exercise, risk assessment methodologies, associated spreadsheets, surveying with each department, and consolidation of the analysis.
- Business Impact Analysis: Survey of the Bank's departmental processes, establishing critical processes, allowing the focus of Business Continuity measures only on them, saving time and resources for the institution.
- New Products and Processes: Analysis of possible weaknesses or risks in collaboration with Product Owners. Programming the implementation of controls or process modifications. Evaluated products/processes: Joint accounts, Recurring Debits, "Pago Mis Cuentas" (Bill Payments), Log-in processes, Security Challenges (OTP and passwords), Term Deposits, Branch Opening (Openhouse), etc.
- Committees: Development of material and presentation to the 'C' level. Pain points, ongoing projects, anticipation of possible risks, monitoring of loss analysis and indicators, etc.
- QuickSight Dashboards: Support business decisions related to risks. Collections (losses retrieving with customers), Cards transactions (cross currency and duplications incidents), ATMs (duplications).

Santander Bank – IT & Operational Risk Lead*Ene 2021 - May 2022*

Coordinator of the Technology and Operations Management, leading a team of 8 persons:

- Risk and Control Self-Assessment: Survey and analysis of risk with over 30 departments of the Bank. Allowing the identification of the main pain points of the Management and establishing associated mitigants.
- Controls: SOX Certification. Design, adaptation, and evaluation of controls. The management enabled the organization to achieve the same results with approximately 30% of the total controls, saving resources by disregarding the rest.
- Loss Analysis and Monitoring: Prioritized developments that reduced losses by 50%.
- Management of Technological and Operational Incidents: Analysis with technical teams to ensure the identification of the root cause, its proper relevance classification, and the corresponding escalation ('C' level, regulators, and corporation).
- KPIs: Design, implementation, and monitoring. Management of approximately 200 KPIs, surveying causes of deviations with different departments and defining associated mitigation plans.
- Risk Oversight Committees: Bi-monthly results presentation to managers.

Santander Bank – Business Continuity Plan & Operational Risk*Oct 2014 - Ene 2021*

- Business Impact Analysis: Definition of the criticality of the Bank's processes. Surveying all departments of the Bank (over 50).
- Strategies and Scenarios: Evaluation, design, and implementation. For instance, this allowed for digitalization of critical processes when the pandemic occurred, preventing incalculable losses.
- Continuity Testing: Coordination and execution with users from over 50 areas, including technological tests such as the Disaster Recovery Plan (testing the Secondary Datacenter).
- Application Replication: Analysis with technical teams on the replication status of critical applications in the Bank's Secondary Datacenter.

Education

Industrial Engineer - Degree | National Technological University. 2010-2017

Skills

SQL, Advanced (MySQL, AWS Athena, PostgreSQL)
Python, Advanced
Airflow
Kafka
Docker
QuickSight, Power BI.
Excel (Advanced)
PowerPoint (Advanced)

Certifications & Training:

CoderHouse - Data Engineer
Professional Webmaster (National Technological University)
First Certificate in English (FCE).

Languages

Spanish (Native)
English (Advanced)