JOE CARLOS ALILAIN

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PROFESSIONAL SUMMARY

ANALYST PROFESSIONAL

A multi-faceted Market Intelligence Analyst with over 5 years of client services and technical expertise working for global leaders in financial services and technology. Skilled at identifying relevant information, organizing applicable research data, and communicating complex findings at a high level to stakeholders.

AREAS OF EXPERTISE

- Data Integrity
- Teamwork
- Adaptability
- Implementation
- SQL
- Research

- Data Analytics
- SAP
- Big Data
- Client Servicing
- Creative Problem Solver
- Salesforce

CAREER EXPERIENCE

TMX GROUP LIMITED   2018 – 2020

Key operator of the Toronto Stock Exchange (TSX) and TSX Venture Exchange (TSXV)

Analyst, Market Intelligence (2018 – 2020)

Focused on the execution of specific listings, market intelligence, business development and company services tasks, carefully maintaining the Salesforce listed company, influencer and prospect pipeline database

- Worked on specific research and data compilation projects to update and improve the data quality in Microsoft Access databases

- Generated new and unique content for market stakeholders of TSX and TSXV including issuers, institutional and retail investors, venture capital and private equity firms

- Supported the TSX and TSXV teams to develop and update presentation materials and curated market data insights

- Maintained and ensured data quality and accuracy of the Salesforce platform such as creating customized reports, adjusting user permissions, and establishing mass email uploads

- Established data integrity by ensuring contact information is up to date in Salesforce and complete for issuers listed on TSX and TSXV on an ongoing basis

- Collaborated with Business Development Heads, and VPs to ensure timely and accurate input of competitive analysis post meetings, events, investor conferences, and business trips

- Delivered targeted company case studies with key understanding of peer group metrics required by potential prospects to list on the Canadian public markets

SSNC TECHNOLOGIES HOLDINGS, MISSISSAUGA   **2013– 2018**

Client Service Representative, SVC Client Support

World's largest hedge fund and private equity administrator, as well as the largest mutual fund transfer agency

Responsible for client reporting and production automations, ad-hoc requests, special projects and data delivery, ensuring SS&C is positioned as the most comprehensive powerhouse of software technology for the global financial services industry

- Managed multiple projects such as delivering intraday options pricing covering many of the client's NAVs, to increase potential repeat business and foster network strategic growth

- Developed new processes, reports and tools with Excel linking data together and using SQL statements to connect databases and provide support to business analysts and stakeholders throughout the securities industry

- Organized the client support team to develop and maintain internal applications through monthly weekend tests, acted as an SME in front-end rapid applications in OpenVMS, PACER and GWP increasing efficiency and productivity for SVC products and services

PROFESSIONAL & TECHNICAL SKILLS

Transferable Data Skills: Client Services, Securities Data, Investment Software, Data Analytics, SQL, VBA, OpenVMS

Tools and Sources: IBM Watson, MySQL, Visio, SAS, Salesforce, Oracle, MS Access, RStudio, Weka, Wordpress

Programming Languages: CSS, HTML, React.js, Unix, Hadoop, Python

EDUCATION & PROFESSIONAL DEVELOPMENT

Google Cloud Networking by Google Cloud on Coursera Certificate	**2020**
McGill Personal Finance Essentials	**2020**
Certificate in Data Analytics, Big Data, and Predictive Analytics at Ryerson University, Toronto, ON	**2017**
Canadian Securities Course	**2014**
Honours B.A. in Mathematics at Wilfrid Laurier University, Waterloo, ON	**2013**
Achievement in Excel Macros and Visual Basic for Applications at Sheridan College Brampton, ON	**2013**

AWARDS AND DISTINCTIONS

H&R Block Tax Preparation Course Level 1	**2014**
Two-Day Financial Modelling in Excel and Intro to DCF Valuation Analysis Course	**2012**
Top 10 Overall in the Provincial DECA Team Decision Making Event in the area of Internet Marketing	**2008**