### 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 | * Data Analytics |
| * Teamwork | * SAP |
| * Adaptability | * Big Data |
| * Implementation * SQL * Research | * 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

## 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