

JORGE VILLALOBOS BEATO, PMP

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Accomplished IT Professional with 12 years of experience resolving complex business and technical problems while delivering high-performing solutions that improve overall operational efficiency. Skilled at creating quality applications that optimize user experience. Dynamic leader who takes a hands-on approach to managing cross-functional and diverse teams with a talent for developing and empowering all members to reach their optimal performance. Highly successful at managing Waterfall and Agile projects through the entire lifecycle and delivering on schedule and within budget. Effective at communicating complex and technical concepts to individuals in a manner that is easy to comprehend. Work effectively with internal department leaders and key stakeholders in developing IT solutions. Bilingual in Spanish (native) and English.

AREAS OF EXPERTISE

- Information Systems Development
- Application Software Development
- Waterfall & Agile Methodologies
- Solutions Architecture
- Anti-Money Laundering (AML)
- Fraud Prevention
- Cyber Security Protection
- Project Management
- Vendor Relations
- Resource Management
- Budget Management
- Risk Analysis & Prevention
- Data Integrity & Security
- Full Stack Software Developer
- Human Resources Applications
- Process Improvement
- Operational Efficiency
- Team Leadership & Development
- Quality Customer Experience
- Customer Service & Support
- Key Stakeholder Relations

Technical Knowledge: Google Cloud Platform, AWS, Workday, Oracle Taleo, Oracle Fusion, Spring Boot, Docker, Git, React, React Native, Node.js, Xcode, Objective-C, Swift, SwiftUI, Perfect, Vapor, CocoaPods, MySQL, SQLite, Oracle DB, Oracle PL/SQL, MongoDB, PostgreSQL, HTML5, CSS3, jQuery, ES6 JavaScript, Bootstrap, XML, JSON, WSDL, JSP, JSF, J2EE, Java SE 7, EJB, Struts, Servlets, Liferay, Portlets, Selenium, Postman, SoapUI, HtmlUnit, JUnit, GitLab, VBA, Putty, Unix, Eclipse, Ant, Maven, SonarQube, Jenkins, JBoss, IBM WebSphere, Apache Tomcat, Norkom, NetReveal.

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

SANTANDER BANK, N.A., Boston, MA

2011 – Present

Director, Human Resources Information Systems

June 2019 – Present

Manage a team of technical SME's in executing Waterfall and Agile projects involving the Human Resources platform for the Santander Bank National Association in North America. Lead a team of senior consultants in Dallas, TX in providing global migration support for 10 countries into Workday. Deliver HR IT support to 15,000 employees in Oracle Taleo (recruiting) and Oracle Fusion (Core HR, Compensation, Benefits). Perform software change management to control, validate and approve platform changes. Work closely with senior business leaders to design and plan strategies for the next 4 years. Manage relationships with vendors to source technical contractors.

Key Achievements:

- Within 9 years progressed from an external contractor in business analyst services to becoming the Platform Manager of the entire AML Software Development area with over 25 employees and ultimately the Director responsible for the complete HR platform of Santander Bank, N.A.
- Established a multi-time zone team in Dallas to provide Tier 1 and 2 support to 125,000 employees in North, Central and South America.
- Designed automatic regression testing framework for Oracle Taleo, Oracle Fusion and Workday applications.
- Identified and implemented development process and methodology improvements which increased the quality and efficiency of delivered solutions.

Solutions Architect, Anti-Money Laundering (AML) & Fraud Prevention

January 2019 – June 2019

Collaborated with senior architecture leadership in designing a fraud detection hub and solutions for anti-money laundering detection. Delivered a streamlined Geo-location solution for AML systems and enhanced the existing load balancing and engines segregation between nodes in AML platform. Prepared ROM estimates with detailed solutions and comprehensive project plans for AML and fraud efforts to ensure solutions would be scalable, secure, maintainable and reliable.

Key Achievement:

- Designed the payments detection hub solution architecture for Office of Foreign Assets Control wire screening using FiServ's Dovetail Payments Platform and LexisNexis' Bridger Insight.

Risk Platform Development Manager

2018 – 2019

Led a team of 25 members in providing successful operations and implementing Agile and Waterfall projects to improve the risk platform for AML and Fraud Prevention. Provided team members with the tools and support necessary to perform successfully. Collaborated with senior AML and fraud business partners in planning IT strategy for the next 2 years. Served as the main point of contact for escalation, technical guidance and prioritization. Provided budget and resource forecasts for future projects. Conducted cyber security analysis and scaling efforts.

Key Achievements:

- Successfully implemented Currency Transaction Report (CTR) engine within NetReveal AML solution to enable filing reports with FinCEN faster and more efficiently.
- Developed and implemented FinCEN CDD Rule in Norkom to properly capture beneficial owners related to customers opening an account.
- Introduced modern technologies such as Spring Boot in the tech stack of the platform.
- Designed integration with LexisNexis for more effective ownership screening.
- Improved the ETL processing times for AML and fraud batch data processing systems.
- Implemented continuous integration workflow using GitLab to ensure every commit and build into the repository receives proper testing and a coverage report is issued.

AML IT Project Manager

2015 – 2018

Led a team of consultants responsible for implementing the Enhanced Customer Due Diligence (EDD) and OFAC wire screening solution (Norkom). Served as Subject Matter Expert and liaison with business partners in identifying business requirements, defining project scope, validation and acceptance. Prepared business proposals for new projects with detailed project scope, budget and forecast estimates. Applied project management best practices and Waterfall/Agile methodologies to ensure successful execution of IT projects. Defined software requirements to customize third-party AML tool (Norkom) and coordinated software development phase with offshore factories. Enforced best practices and quality design patterns in developing software components. Designed and executed unit testing for all impacted stakeholders. Performed integration with PAYplus wire operations system and software migrations and deployments between environments and post-deployment validations.

Key Achievements:

- Spearheaded the implementation of OFAC wire screening engine within Norkom and defining screening rules for key data elements, fuzzy matching algorithms and Dow Jones' Factiva Public Figures and Associates' data mapping to customer and wire information.
- Led initiatives to improve the performance and scalability of Norkom which evolved into a scheduled control model and fine-tuned performance to enable screening of up to 10,000 wires per day.

AML IT Senior Business Consultant (Contractor, PwC), Boston, MA

2013 – 2015

Managed a team of consultants in implementing Customer Due Diligence (CDD), Customer Risk Rating (CRR) and OFAC customer screening solutions in Norkom. Worked closely with AML business partners in identifying business needs and defining software requirements to customize third-party AML Norkom. Designed and executed unit testing and built automated regression testing framework. Created reports for testing and reconciliation of data and transitioned them to business and IT users to support ongoing operations. Served as Subject Matter Expert during the implementation of the CDD/CRR scoring engine for 5 million customers. Provided expertise for defining and validating data models for CDD risk weights and score contributions. Performed software migrations and deployments between environments and post-deployment validations.

Key Achievements:

- SME for the implementation of 'Know Your Customer' questionnaire to ensure the right information is requested from the customer at the time of account opening.
- Integrated KYCQ with CDD backend to halt onboarding process when a prohibited CDD score is calculated.
- Partnered with senior AML stakeholders to expedite the management of restricted and exclusion lists to improve turnaround for managing manually detected threats to be included into the system.
- Improved performance to enable screening of up to 5,000 new customers per day.

Technical Consultant (Contractor, PwC), Madrid, Spain

2011 – 2013

Instrumental in decommissioning back office business processes of financial institutions acquired by Santander Bank Group in the UK and Germany. Delivered AS-IS requirements and designed TO-BE solutions to incorporate business processes with the Santander strategy in every country. Performed analysis and optimization recommendations for retail banking business processes. Managed the entire project lifecycle of designed software solutions including identifying business requirements, developing testing strategy, vendor selection, software development, third-party relationship management, User Acceptance Testing (UAT), and back office change management. Provided Tier 1 support for live applications during stabilization period. Delivered technical support in troubleshooting and resolving integration issues.

Freelance, iOS Senior Software Engineer, Madrid, Spain/Boston, MA

2010 – 2019

Managed complete product development lifecycle of mobile iOS apps with OS versions from iOS 5 to iOS 13 utilizing Objective-C, Swift and SwiftUI on the device side targeting iPod, iPhone and iPad devices. Delivered support to Apple's App Store and ongoing customer support. Designed mobile clients and server-side REST APIs. Developed entire back ends using Node.js, Java EE and server-side Swift (Perfect and Vapor). Interfaced with on-device databases (SQLite) and server/cloud databases (MySQL, PostgreSQL and MongoDB). Designed push notifications and in-app purchases. Created continuous integration workflow in Bitrise with automated regression testing and beta distribution for continuous delivery.

Key Achievements:

- Developed iLoveTv, TV shows tracking app with over 176K downloads in 123 countries.

GMV, Madrid, Spain

2010 – 2011

Senior Software Engineer (Contractor, Seture Outsourcing Services)

Designed and implemented a service-oriented architecture (SOA) using Enterprise Java Beans (EJB). Developed Liferay portlets, plugins, themes and components to accommodate business requirements for custom functionality. Assisted in developing a separate Objective-C based iPhone client. Created RIA (Rich Internet Application) web application using Adobe Flex. Led the security implementation work stream by preventing and fixing XSS (Cross-Site Scripting), session hijacking and SQL injection vulnerabilities. Delivered software change management services by reviewing, approving and performing software migrations and deployments between lower environments and production. Implemented automated build and regression testing workflow with Ant and JUnit and created Continuous Integration (CI) pipeline with Maven.

INDRA SOFTWARE LABS, Madrid, Spain

2008 – 2010

Full Stack Software Developer

Developed a full-featured GIS (Geographical Information System) product for major utilities companies to map networks of stations and energy distribution centers. Utilized existing Java desktop application codebase to develop two different iterations of the product: J2EE web application and RIA version. Designed service-oriented architecture (SOA). Refactored core business logic to enable creation of web services. Developed J2EE Struts web application to provide GIS data browsing capabilities through the browser. Implemented a predictive tile read-ahead algorithm to improve image loading process while scrolling and zooming within the map. Created RIA web application with Adobe Flex and Axis web services.

EDUCATION & CERTIFICATION

Bachelor of Science/Master of Science with High Honors in Computer Science, Minor in Artificial Intelligence & Distributed Systems, Charles III University of Madrid (UC3M), Madrid, Spain

Project Management Professional (PMP), Project Management Institute (PMI), 2016

Superior Banking and Finance Program, CUNEF, 2013