

# Liliana Kastilio

## Technical Account Manager

52A Settles Street,  
Aldgate East,  
E1 1JP  
London

### EDUCATION

**2004 - 2007**

*Prestatyn High School*

11 GCSEs including  
Mathematics, Russian,  
Computing.

A Level Computing,  
Physics & Mathematics.

AS Level Computing,  
Physics, Mathematics,  
Further Mathematics and  
Chemistry.

**2007 - 2010**

*University of Manchester*

Computer Science  
BSc with Honours

### PERSONAL

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### LANGUAGES

CSS • HTML • JavaScript

(beginner) • Python

(beginner)

### FRAMEWORKS

Django (beginner)

### TOOLS

git • virtualenv • sublime

• vim • grunt • aws

I am a Technical Account Manager with a keen interest in software development. For the last few years I have been learning web development, in particular on the front end side with HTML, CSS and JavaScript. Currently I am also learning Django and working on a small project with it. I am a proactive self starter and like to learn about new technologies and languages via reading, online courses and tech meetups and I am looking to put my newly acquired skills to good use. Most of the time I work with Linux but I am also comfortable with Windows when necessary. As I am a native Russian speaker I tend to work with Russian speaking clients and managing their accounts and projects but I am just as comfortable working on technical solutions and customisations.

### TECHNICAL ACCOUNT MANAGER, [INTEGRAL](#) | NOV 2013 - NOV 2014

During my time at Integral I facilitated customer onboarding and setup and participated in every aspect of taking a client live, from initial requirements to post live last line of support. Periodically I would review and optimise each client solution. The role involved both account and project management for all existing Russian speaking clients as well as site visits for installations and training. Some clients using Integral APIs would require assistance with technical queries, debugging and code samples. Majority of the role involved client communications via email, phone and in person.

### ONBOARDING & INTEGRATIONS ENGINEER, [FLEXTRADE](#) | DEC 2011 - NOV 2013

As a key member of a two person team I was responsible for new customer onboarding and setup. This involved performing conformance testing as well as providing last line production support for all clients. I was responsible for development and testing of solutions for new server-side services such as Allocation and IOIs or any other new message types in FIX using Javascript/XML. On a daily basis my role involved establishing connectivity to brokers by setting up SSH tunnels and opening firewalls, all while working closely with the systems administration team (TNS/LVC/Internet). Occasionally I would certify and integrate new Order Management Systems and Market Exchanges. Other duties: maintained and wrote server-side scripts to ensure all systems ran smoothly, performed frequent production roll-outs with bug fixes, edited configuration files to customize software behaviour according to client needs.

### FIX SUPPORT SPECIALIST, [FLEXTRADE](#) | SEP 2010 - DEC 2011

During trading hours I was first line support to all clients over the phone and email. My duties involved certifying and developing new trading strategies using C++ as well as customising the system front-end using C++ and an in-house library according to client requirements. One of the projects entailed customising the current solution to make the system capable of auto-trading with minimal trader interaction. The finished system provided complicated alerts dependent on market data and customised reports for back-office. I have also implemented a trade booking system not available as part of a generic install using C++ and in-house libraries.

References available on request.