Tony Diec

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Experience

Advanced Enterprise Technology Service Specialist, Bloomberg LP, London — Sep 2019 - Present

• Supported the various connectivity methods clients have into Bloomberg predominantly FIX/MQ as well as the internal FIX routing between various tasks within the firm.

• Led the internal support for Bloomberg's venue gateway hosted on Unix Bloomberg appliances. A normalisation layer between Bloomberg's fixed income ETOMS offering and venues (MarketAxess, Tradeweb, Euronext etc). To ensure high connectivity uptime so clients can meet there quoting obligations.

• Supported the Bloomberg IPaaS offering allow bespoke integration between Bloomberg products and clients own financial and regulatory systems.

  • Actioned change requests to the logic of transforms as per the clients changing requirements.

  • Troubleshot situations where the integration logic did not perform as expected by the client and performed any necessary remediation

• Subject matter expert for the customer portal Enterprise Console (EC)

  • Involved in multiple campaigns to drive uptake including public facing introduction videos to clients and internal initiatives to raise familiarity of the tool to the first line support teams. Leading to monthly increased usage and reduction in selfservicable tickets reaching our first line support teams.

  • Member of the self-service improvement pod to increase the tools available to client to improve selfservice,

  • QAed the API and FIX monitoring tooling before public release to the clientbase.

• Managed the relation for 2 top tier banks as a technical service manager, involved scheduling regular meetings to understand any recurring themes in queries and escalations. Built an in-depth knowledge of their integration with the Bloomberg product suite.

• Developed the internal knowledge base on Jira, including updating dated articles and adding new articles for common feeds queries.

• Mentored two Bloomberg customer support representatives to aid in their progression within the Technology services and solutions department.

Application Support Analyst, Mizuho, London — Oct 2018 – Sep 2019

• Supported 3 global payments platforms used within the bank.

  • FIS OPF (Linux)- Supported the European single payment platform which enables the consolidation of all European branches payment formats into ISO 20022.

  • Internal Ledger System - Previously only supported by the Japanese staff. An in-house developed IBM iSeries ledger system currently used within the London and Milan branch.

  • Finance Ledger posting - An automated posting of spreadsheets for previously manually keyed entries into the ledger system.

• Helped develop documentation for common procedures within the team.

• Assisted in the setting up of Splunk alerting across more applications supported by the team

Application Support Analyst Team Lead, Calastone, London — July 2017 - Oct 2018

Managed a team of 3 analysts which included scheduling 1 to 1 meeting and being a point of escalation for client queries. Reporting to the UK/Europe Operations Manager

• Led the pilot rollout of Live Agent functionality within the online Execution management systems, allowing clients to raise help requests directly with the operations team.

• Maintained and updated the operations teams knowledge base which included client FAQ, Operations tasks and

troubleshooting articles.

- Ensured that any future tickets for sprint release are understood and potential impact internally and externally are understood and communicated as required

- Troubleshot any sprint related issues before the on-call developer/infrastructure members are able to get online. Ensured all relevant internal and external stakeholders were kept up to date.

- Tasked with the communication and preparation for the 2018 business continuity test.

Application Support Analyst, Calastone, London — June 2015 - June 2017

Worked within the operations team to proactively monitor the Calastone transaction network used by our clients in the mutual funds industry. Dealing with any client queries throughout the trade lifecycle and assisting in case of any lapses during STP trade flow.

- Monitored multiple connection types (SWIFT/FIX/SFTP etc.) and processes to ensure maximum up time and minimum disturbances to the STP lifecycle.

- Daily use of SQL to retrieve historic order data to aid in resolving client queries.

- Assisted in the on-boarding of new distributors/fund providers/transfer agents onto the Calastone network for order routing, electronic transfers and recently automated settlement/payments.

- Participated in calls to clients with our client services team to provide a technical voice in instances such as connectivity changes.

- Subject matter expert in electronic reregistration and participated in internal discussion on the rollout of market practice version 3.

- Participated in two of Calastone's annual BCP tests which involved the failover to our DR site and ensuring message flow continued as expected.

- Provided both classroom and on the job based training to new starters.

- Ensured all cases are logged within our CRM system and kept up to date to allow faster resolution in future and provide insight into common cases.

Graduate Management Program, Rentokil Initial, Uxbridge/Hemel Hempstead — June 2014 - May 2015

Worked on the field as a technician.

- Developed customer service and time keeping skills. All appointments and jobs had to be planned to allow maximum amount to be carried out within the day to reach targets set.

Education

MSci University of Nottingham — Sep 2010 - July 2014

Skills and Interests

Skills

Bash | Bloomberg Terminal | Connectivity (FIX, IBM MQ, SFTP, APIs, SWIFT) | SQL |

Interests

Mentoring | Gardening | Esports (League of Legends, TFT) | Vinyl | Home Automation/Improvement