

**Lola Rosario**  
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## **Qualifications Summary**

Dynamic creative with a unique background in executing client solutions for over 20 years.

## **Experience**

### **Lola's Lines - Freelance Writer**

Feb 2020 - Current

*Copywriter, Content Creation Services, Published Cultural Journalist, Translator*

- Craft compelling client copy for their brand marketing materials (e.g., holiday cards, emails, newsletters, product descriptions)
- Content creation of blog posts, and short/long-form articles, including profiles, interviews, and opinion pieces
- Spanish to English, and French to English manual translations (including literary, medical, and academic)
- Cultural storytelling focusing on locally immersive experiences and community engagement
- Travel blogger at La Trekista, sharing adventures of trekking to 35 countries

### **BNP Paribas, Jersey City, NJ**

Sept 2019 - Dec 2019

May 2017 – July 2018

*KYC Document Review Analyst - Recertification Team*

- Performed KYC analysis of domestic, and international clients of all risk levels using bank-wide policies
- Escalated matters for compliance review (e.g., PEPs, material adverse news, major sanctioned countries activity)
- Liaised closely with clients to limit redundancies in requesting information (i.e., multiple accounts within a particular client group were remediated collectively)
- Demonstrated understanding of various entity types (e.g., LLCs, LLPs, holding companies, SPVs)
- Guided colleagues with the translation of Spanish, French, and Turkish text/documents

*End-User Testing - User Acceptance Team*

- Tested GCARS (Global Client Acceptance Review System) utilizing case scenarios for new system release
- Outlined process steps/documented errors on client segments, target-risk scoring grids, and sensitive products
- Participated in daily conference calls with international teams to discuss testing results

### **Rabobank North America, New York, NY**

July 2016 – Oct 2016

*KYC Analyst*

- Conducted KYC remediation of moderate and low-risk clients
- Reviewed screenings of UBOs and all related parties to determine the validity of potential matches
- Verified client business entity structure correctly categorized per internal guidelines
- Assisted team members with Spanish language translation of incorporation documents
- Actively participated in weekly team meetings regarding policies and exceptions to current KYC protocol

### **HSBC Private Bank, New York, NY**

Sept 2015 – Jan 2016

*KYC Quality Control Analyst*

- Reviewed KYC documentation of existing high-net-worth clients as part of a business-wide remediation project
- Performed World-Check, OFAC, and internet searches on beneficial owners and senior members
- Analyzed client profiles to accurately assess NAICS code, company description, account purpose/source of funds
- Corroborated legal entity status of companies via relevant Secretary of State websites
- Served as Translator for team members viewing Spanish and French documents

### **JPMorgan Chase Bank, Brooklyn, NY**

Feb 2015 – June 2015

*KYC Compliance Analyst*

- Examined KYC records to ensure information aligned with regulatory, bank, and audit requirements
- Investigated negative media to discount false matches and in cases of positive hits, escalated to management
- Identified gaps in account records questioning the integrity of data, reporting same to KYC Senior Operations

### **Geneva Worldwide Inc., New York, NY**

July 2013 – Jan 2015

*Freelance French-English/Spanish-English Interpreter*

- Provided consecutive interpreting services to families, social workers, and medical professionals (clients included: NYC Board of Education, Administration for Children's Services, NYC Housing Authority, NYS Workers' Compensation Board, NYU Langone Medical Center, Elmhurst Hospital Center)
- Maintained a professional demeanor during interpreting sessions involving sensitive/confidential subject matter

- Assisted LEP in completing medical forms, and sight translation/interpretation of HIPAA regulatory information

### **Adams Globalization (Transperfect), Austin, TX**

Feb 2013 – May 2013

*Translator (Spanish, French, English)*

- Used OCR software in file conversion of PDF formatted documentation in preparation for translation
- Using CAT software, segmenting text in the source language for translation into the target language

### **Self-Employed, Austin, TX**

June 2011 – May 2013

*Private Spanish Tutor*

*Sales: Argentine Tango Shoes & Clothing for Women*

### **Nordea Bank Finland, New York, NY**

Dec 2007\* – May 2011  
(\*contracted, hired July 2008)

*Assistant Treasurer - Onboarding Documentation Specialist, Operations Team*

- Formulated enhanced KYC/CIP procedures resulting in a 30% reduction in account activation time frame
- Introduced a customer-assisted approach to the onboarding process thereby increasing the accuracy of documentation
- Judiciously disclosed USA Patriot Act requirements to overseas customers
- Prepared internal memorandum for outside counsel relating to account-authorized signatory fraud
- Drafted product-specific documentation relevant to Cash Management services (e.g., RDC, Lockbox, ADP Payroll)
- Liaised with the Operations team when deciphering scanned check images to confirm the validity of authorized signers
- Collaborated with Senior Compliance colleagues in preparation for external auditor visit
- Participated in pre-onboarding conference calls with Relationship Managers and potential new clients
- Utilized Spanish and French language skills to assist customers based in Mexico, Canada, and Luxembourg

### **Education**

Austin Community College, Austin, TX

Aug 2012: Certificate of Completion - Intensive Community Interpreting Course

Embry-Riddle Aeronautical University, Daytona Beach, FL

April 1991: Bachelor of Science - Aeronautical Studies /Business Management minor

SUNY Farmingdale, Farmingdale, NY

May 1987: Associate of Applied Science - Aeronautical Science

### **Languages**

Native English	Advanced French	Advanced Beginner Italian
Fluent Spanish	Intermediate Turkish	Beginner Greek & Kiswahili

### **Publications**

Latino Rebels

Hip Latina

Green Left

NACLA

### **Travel Blog Features**

Rights of Equality

Girls Who Travel (aka HER Adventures)

The Travel Love