

LUIS GUZMAN, P.ENG.

Technology Program & Delivery Leader

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August 9, 2026

Dear Hiring Manager,

I am a technology program and delivery leader with more than ten years of experience running complex delivery portfolios, including two years leading a \$15 million AML/KYC and financial crime compliance program spanning banks, FinTechs, mortgage companies, and casinos across the US and Asia. I work directly within FinCEN, FINTRAC, and EU AMLD regulatory frameworks, and I bring that same regulatory discipline and delivery rigor to every engagement I lead.

What sets me apart is not just regulatory breadth but a track record of taking on the hardest accounts and turning them around. I have been recognized directly by C-suite and CEO leadership for moving distressed client relationships from red to green status, driving a 15 percent increase in client retention, and I delivered a 1.5 million dollar account within ten months with full stakeholder alignment. That kind of result comes from experience and judgment, and it is the standard I hold myself to on every project.

I combine deep delivery leadership, including managing SaaS and HCM implementation portfolios worth 8 million dollars or more across Eastern Canada and the US, with hands-on technical fluency from starting my career as a Software Engineer. I hold both a PMP and a Professional Engineer designation, and I know how to bring structure and clarity to complex, cross-border programs at scale.

I am currently completing an ITIL 4 certification, building on a career spent staying close to the technical and operational realities behind the programs I lead. I am ready to bring the same regulatory depth, delivery discipline, and ownership to your organization.

I would welcome the opportunity to discuss how my background can contribute to your team.

Sincerely,

LUIS GUZMAN, P.ENG.