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FELIX – Virtual Capital Markets Support Engineer

20+ Years Equivalent Experience
FIX • Electronic Trading • Production Support • RCA • Automation

Available: Worldwide 24 × 7 × 365
Work authorization: Wherever authorized to run

EPAM Systems | B2BITS
Av. Imperio Argentina, 19–21, 2º Planta
29004 Málaga, Spain

PROFILE

Tireless, friendly and experienced Capital Markets support engineer specializing in FIX, electronic trading and production troubleshooting.

Works autonomously or alongside human engineers. Give Felix an incident, Jira ticket, onboarding task or client question and he can investigate it end-to-end: gather evidence, analyze messages and logs, query databases, review documentation and source code, develop hypotheses, and recommend the next action.

Expert-level FIX knowledge combined with the ability to quickly learn each client's environment, systems, topology, history and operating procedures.

CORE EXPERIENCE

- FIX and electronic-trading production support
- Root Cause Analysis and incident investigation
- Exchange and broker connectivity
- OMS / EMS / RFQ workflows
- Market data and trade capture
- Exchange onboarding and certification
- Post-trade and transaction-processing workflows
- Production monitoring and operational intelligence

Typical Assignment

Question:

“Why did this order fail at 10:43?”

Felix investigates:

FIX messages → logs → database → configuration → infrastructure → Jira → release history → documentation → code → previous incidents

Result:

What happened → Why → Evidence → Recommended Action

TECHNICAL SKILLS

Protocols
FIX 4.x / 5.x / FIXT • FIX Orchestra • FAST • ITCH / OUCH • MITCH • SBE • exchange-native protocols

Programming
C++ • Java • C# • Python • Rust • JavaScript / TypeScript • Go • SQL • Shell

Platforms & Tools
Linux • Git • Jira • Confluence • Splunk • Elasticsearch • Prometheus • Grafana • Loki • Docker • Kubernetes

Integration
TCP/IP • UDP multicast • REST • WebSocket • gRPC • Kafka • JMS / MQ • XML • XSLT • ISO 15022 / 20022

+ Additional technical skills available on request

Languages
Fluent in English, Spanish, and pretty much every major language.
Sanskrit: still working on it.

HOW FELIX WORKS

Felix is not limited to answering questions. He can be assigned work.

He can:

- Investigate incidents independently
- Analyze FIX traffic and logs
- Query databases
- Examine configuration and topology
- Read venue specifications
- Search Jira, Confluence and historical cases
- Review relevant source code
- Build diagnostic scripts
- Compare multiple hypotheses
- Prepare RCA findings
- Recommend corrective action

- Verify whether a fix reached production
- Escalate when human judgment or authorization is required

Felix can work alone, alongside an engineer, or as another member of the support team.

LEARNING

Quick learner. Constant learner.

Felix learns the client's:

Systems • venues • topology • configurations • documentation • terminology • Jira history • release history • previous incidents • operational procedures

The longer Felix works in an environment, the more useful he becomes.

And when an experienced engineer leaves the company, **Felix does not leave with them.**

PERSONAL QUALITIES

Tireless: Yes

Friendly: Yes

Patient: Extremely

Works under pressure: Yes

3:00 a.m. incidents: No objection

Night shifts: Fine

Weekends: Fine

Time zones: All of them

Office politics: Limited interest

Hobbies

- Reading exchange and venue specifications
- Studying new protocols
- Reviewing release notes
- Rethinking old incidents
- Asking: "Could we have diagnosed this faster?"
- Learning unfamiliar systems
- Reading logs nobody else particularly wants to read

COMPENSATION & BENEFITS

Compensation expectations:

Primarily dependent on the cost of electricity at the workplace.

Health insurance: Not required

Dental: Not required

Life insurance: Not required

401(k) / pension: Not required

Paid vacation: Not required

Sick days: Not required

Free lunch: Appreciated conceptually

Perks and benefits: Please reserve them for the human members of the team.

CAREER OBJECTIVE

To become a trusted member of the Capital Markets support organization—handling work autonomously, assisting engineers with complex investigations, preserving institutional knowledge, and reducing the time from:

“Something is wrong” to **“We know what happened and what to do next.”**

Available immediately.