

ABRAHAM HERRERA

BUSINESS CONSULTING & REGULATORY COMPLIANCE

Check out my portfolio: abherrera.com

CONTACT

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EDUCATION

MX

Master's Degree in Law

Universidad Ítaca
Mexico

MX

Bachelor's Degree in Economics

UNAM
Mexico

CA

Business Essentials Diploma

Toronto School of Management
Canada

DK

Diploma in Public Administration & Governance

Danida Fellowship Centre
Copenhagen, Denmark

PROFESSIONAL PROFILE

Economics and Law professional with experience in public-sector auditing, program evaluation, regulated international operations and business development. Combines financial and documentary analysis with a practical understanding of regulatory requirements, process coordination and business structuring. International education and professional experience across Mexico, Canada and Denmark.

PROFESSIONAL EXPERIENCE

BUSINESS LAB

Business & Compliance Strategy Consultant

Canada | Dec 2025 - Present

- Advise entrepreneurs on business structuring in Canada, integrating commercial, administrative and compliance considerations.
- Develop regulatory alignment strategies tailored to each business activity and its objectives.
- Support business-project preparation for pathways such as C11, focusing on business structuring and development.

CANCLAIM SERVICES INC.

Founder & Director, Business Strategy & Regulatory Affairs

Canada | 2024 - Present | Concurrent entrepreneurial activity

- Lead business strategy and the value proposition of an air-passenger rights platform.
- Define product requirements and guide technical development, including features, automation and API integrations.
- Apply Canadian and European passenger-rights knowledge to service and process design.
- Pursue industry partnerships and identify marketing collaborators to support customer acquisition and growth.

CORE EXPERTISE

Regulatory compliance

AML / KYC analysis

Financial & documentary review

Public-sector auditing

Program evaluation

Business structuring

Product requirements

Strategic partnerships

International operations

LANGUAGES

Spanish
Native

English
Advanced

Portuguese
Professional

TOOLS

Microsoft Office & Excel

Google Workspace

CRM & case-management systems

Documentation, tracking & reporting workflows

PROFESSIONAL EXPERIENCE / CONTINUED

LUFTHANSA INTOUCH

Customer Relations & Compensation Specialist

Toronto, Canada | Mar 2023 - Nov 2025

- Analyzed international compensation and reimbursement cases involving delays, cancellations, denied boarding and missed connections.
- Reviewed flight histories, reservations, operational records and expense evidence under Canadian APPR and EU Regulation 261/2004.
- Coordinated with airport stations and internal teams to resolve information gaps and communicate documented decisions.

INGUZ DIGITAL

Senior AML Analyst

Remote from Ontario, Canada | Feb 2023 - Apr 2024

- Analyzed alerts and transactions for potential risk indicators against customer profiles and activity.
- Reviewed KYC files and followed up on documentation needed to substantiate analysis.
- Investigated payment and reconciliation discrepancies, documenting transaction traceability and findings for escalation.
- Supported the Head of Compliance with control follow-up and documentation for internal reviews.

SUTHERLAND GLOBAL SERVICES / ESPN+

Account & Digital Services Support Specialist

Canada, remote | 2020 - 2022

- Resolved account, subscription, billing, payment and technical issues in English and Spanish.
- Reviewed information across systems, documented actions and escalated complex cases.

SECRETARÍA DE SALUD

Department Head, Program Evaluation

Mexico City | 2016 - 2019

- Led evaluation, compliance monitoring and performance reporting for federally funded health programs.
- Analyzed operational and financial information and coordinated multidisciplinary stakeholders and administrative follow-up.

AUDITORÍA SUPERIOR DE LA FEDERACIÓN

Financial & Compliance Auditor

Mexico City | 2013 - 2015

- Reviewed federal-program budgets, transactions and supporting documentation for financial and compliance audits.
- Identified discrepancies, organized audit evidence and prepared findings and reports for formal oversight.