

# ABIEZER "ABE" REYES

SPECIAL PROJECTS DIRECTOR

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Operations leader with 5 years building and automating business processes. At Acadio, worked directly with CEO/President taking direction on complex operational needs and delivering independent solutions they adopted going forward. Proven ability to transform manual workflows into automated systems using Claude, Python, and process design.

Prior experience managing complex financial operations at Toyota (legal compliance, technical requirements, customer interaction) plus military leadership. Force multiplier mindset: identify bottlenecks, automate, hand off. Orlando-based, hybrid-ready.

## TECHNICAL SKILLS

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### Operations & Automation

Process Automation, Workflow Design, Data Migration, Project Leadership

### AI & Tools

Claude & Claude Code, Python Automation, Salesforce CRM, Business Automation Platforms

### Strategic Execution

CEO Partnership, Independent Problem-Solving, Complexity Management, Cross-functional Leadership

## PROFESSIONAL EXPERIENCE

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### Founder & Operations Consultant

November 2023 - Present

needthisdone.com | November 2023 - Present

- Run independent consulting practice: operations improvement, process automation, technical problem-solving for various clients
- Key client project (Acalio, EdTech): partnered with CEO/President on operational solutions, built Python automation for PDF conversion, data migrations, content processing—transformed weeks of manual work into hours

### Financial Operations Manager

Spring 2017 - Winter 2023

Toyota of Orlando | 2020-2023

- Managed complex financial operations: legal compliance, technical requirements, high-volume customer interaction (300-600 transactions monthly)
- Built systems for repeatable processes; solved complex problems with simple, scalable solutions

### Operations Coordinator

2012 - 2017

Full Sail University | 2017-2020

- Coordinated multi-department operations: enrollment, GI Bill processing, financial aid, academic scheduling. Built relationships across departments for cross-functional problem-solving
- Managed Salesforce CRM pipeline, workflows, and team handoffs

### Team Leader, Corporal (E-4)

1996 - 2001

U.S. Army | U.S. Army | 1996-2001

- Led team managing medical operations; promoted for leadership and ability to execute from incomplete guidance

## EDUCATION

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**Full Sail University** (2016 - 2017): Web Design & Development coursework. Learned modern automation and technical problem-solving while working full-time.