

# ANDREW SANTOS

Innovation & Technology Specialist

Location  
Coral Springs, 33065

Website  
webwizlab.com

Phone  
+1 (954) 591-9962

Email  
andrewsantos528@gmail.com

## Industry Knowledge

### System Architecture

- Process Automation
- Data Analytics
- Microservices
- AI Development
- Predictive Analytics

### Project Strategy

- Agile Methodologies
- Prototyping
- Wireframing
- Documentation
- Scalability Planning

## Cloud Infrastructures

- SaaS (Software as a Service)
- UCaaS (Unified Communications as a Service)
- CCaaS (Contact Center as a Service)
- CPaaS (Communications Platform as a Service)
- BPaaS (Business Process as a Service)

## Links and Credentials

 [Website](#)

## About

Results-driven professional with expertise in process optimization, data handling, and workflow analysis. Proven track record of streamlining workflows and driving improvements. Skilled in implementing scalable solutions that boost efficiency and performance.

## Career Trajectory

### Innovation & Technology Specialist

Talent Agency 7 | Apr 2024 - Present

- Optimized revenue protection with centralized monitoring, trend analysis, automated reporting, and performance tracking.
- Streamlined data management by enhancing databases, integrating AI predictions, reengineering CRM, and automating workflows.
- Led CCaaS migration, implementing automation, intelligent routing, IVR setup, and AI-driven chatbot database.
- Deployed 50+ bug fixes to optimize CRM and led feature engineering by documenting, wireframing, and prototyping production-ready solutions.

### Research Engineer

Talent Agency 7 | Feb 2024 - Apr 2024

- Collaborated strategically with key department heads to develop and implement customized SOPs aligned with operational needs.
- Developed and implemented a technical onboarding system, streamlining integration across platforms and tools.
- Reduced workflow time from 5+ hours to 5 minutes by automating processes, cutting manual input, and eliminating errors.
- Researched and integrated new technologies to enhance internal operations, data handling, and improve customer-facing systems.

### Market Research Associate

Advantage Solutions | Jun 2023 - Feb 2024

- Managed a diverse portfolio of Whole Foods Market stores across 4 US regions, evaluating product placement strategies and optimizing merchandising effectiveness.
- Performed on-site audits and compliance checks to validate adherence to planograms, visual merchandising standards, and operational procedures.
- Monitored key performance indicators to track project progress and assess the impact of implemented strategies.

## ● E-commerce Operations Coordinator

Goodwill Industries | Nov 2022 – Jun 2023

- Contributed to budgeting and forecasting processes, providing support for seasonal planning. Executed general ledger accounting tasks to maintain accurate and organized financial records.
- Managed KPIs and team performances, monitoring metrics like sales targets and customer satisfaction, leading to constant improvements and the development of a high-performing team.
- Maintained and revised SOPs periodically to ensure a dependable workflow and streamline business practices by eliminating redundancies.
- Oversaw multiple omni-channel platforms, continuously improving inventory management, streamlining day-to-day operations, and contributing to an overall efficient customer experience.

## ● E-commerce Operations Lead

Goodwill Industries | May 2022 – Nov 2022

- Implemented SOPs across the e-commerce division focusing on facilitating employee retention processes and boosting efficiency by analyzing the existing system of operations.
- Administered pricing strategies and systematized each category of widgets according to its price structure based on past sales data.
- Collaborated with multiple sectors to decrease production delays by compiling data for periodic inventory management.
- Monitored customer service and worked alongside partner teams to provide a satisfactory resolution and an effective outcome.

## Professional Development

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### Scale Your Ads

Digital Marketing Growth Workshop | Apr 2024



### IBM Product Manager

Professional Certificate | Mar 2023



### Unilever Digital Marketing

Professional Certificate | Feb 2023

