



ANDREW SANTOS


Chief Technology Officer




Location
Coral Springs, 33065



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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 analytics, and cross-functional collaboration. Proven track record of streamlining workflows, and driving measurable improvements. Skilled in implementing scalable solutions that boost efficiency and performance.

Career Trajectory

Chief Technology Officer

Talent Agency 7 | Apr 2024 - Present

- Enabled proactive remediation of revenue disruptions through centralized monitoring, trend analysis, automated reporting, and performance tracking.
- Optimized data management and workflows by enhancing databases, implementing predictive AI features, automating data synchronization, payment tracking, and task reminders.
- Directed CCaaS platform migration and deployed a scalable system featuring automated messaging, intelligent call routing, IVR setup, and AI-powered chatbot backend 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 tailored standard operating procedures that respected each department's unique operational needs.
- Created and executed a comprehensive technical onboarding system for new employees, streamlining the integration process across multiple platforms and tools.
- Ramped up workflow process from 5+ hours to 5 minutes by designing and implementing automation solutions, minimizing manual input and eliminating process inaccuracies.
- 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.
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