



# PAUL COHEN

Operations & AI Automation lead

## ABOUT ME

Operations & AI Automation Lead specializing in workflow automation, process optimization, and cost reduction. Builds scalable systems that eliminate manual work and help teams operate faster and more efficiently.

## LANGUAGE

- English
- Spanish

## EDUCATION

Universidad de Costa Rica UCR

Bachelor's degree in Business Administration

10 December 2022

## SKILLS

•Automation • APIs • Process Optimization • Cost Reduction  
•n8n • Customer.io • Slack • Data  
•Analysis • EN/ES


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 Miami, Florida.

## EXPERIENCE

 **Operations & AI Automation Lead** *2023 - current*  
**CitizenShipper**

- Led automation and AI initiatives across Ops, Support, and Marketing to cut manual work
- Built scalable workflows and integrations that reduced turnaround time and errors
- Optimized tooling to deliver consistent monthly cost savings
- Enabled teams to scale without increasing headcount

 **Bilingual Customer Success manager** *Sep 2022 - sep 2023*  
**psilolabs**

- Streamlined support workflows and improved process efficiency
- Resolved complex cases while maintaining high CSAT and SLA targets
- Led escalations and standardized procedures to reduce repeat issues

 **Customer Service / Success** *2020 - sep 2022*  
**Cocentrix**

- Delivered high-volume technical and account support for enterprise clients
- Consistently met quality, resolution, and performance KPIs
- Handled escalations and complex customer cases

 **Customer success Manager / Plantcado** *2018 - 2020*

- Managed customer accounts, driving adoption and retention
- Led onboarding and training to accelerate time-to-value
- Provided ongoing support and shared product feedback to improve UX