



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
psitolabs
 - 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 Cocentrix** 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
Plantcado
 - 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