AUGUSTO PENA

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US work authorized (no sponsorship required)

PROFESSIONAL PROFILE

AI and technology consultant with 10+ years of experience across software delivery, operations, and client-facing leadership. I design practical systems that connect business goals to technical execution, especially in environments where teams, tools, and data are fragmented. Track record includes algorithmic pricing innovation (99.99% accuracy), consulting-led platform implementation, referral-led growth, and measurable operational efficiency improvements.

TARGET ROLE

AI and Technology Consultant

CONSULTING IMPACT SUMMARY

- Replaced fixed-size windows and doors pricebooks at QuoteNclose with an algorithmic pricing model using fewer than 100 parameters, achieving 99.99% pricing accuracy across thousands of SKUs and virtually infinite customization scenarios.
- Improved cross-department execution at QuoteNclose by producing higher-quality quote and contract data for sales, operations, and finance; supported better cost planning and cash flow visibility and reduced ordering, permitting, and delivery timelines by up to 3 weeks.
- Engaged as a consultant at SafeGuard Impact to deliver three core systems: a unified source-of-truth database, a CPQ workflow, and a partner referral application.
- Increased referrals by 300% and supported 20% monthly sales growth at SafeGuard Impact by launching a circular, self-feeding referral channel.
- Implemented AI-assisted internal workflows at SafeGuard Impact that increased operational efficiency by 50% and reduced overhead by reducing communication friction across departments.
- Drove measurable commercial outcomes in prior roles, including 25% client sales growth and 50% overhead reduction (Reehash), 100% year-over-year growth (TOPO UAV), and 40% close rate versus an approximately 20% benchmark (Roof1303 team).

CORE COMPETENCIES

- Business requirements to technical requirements translation
- Client discovery, stakeholder facilitation, and executive communication
- Agile-style iterative delivery and backlog prioritization
- Waterfall-style planning (milestones, dependencies, cross-team coordination)
- Solution design for multi-team workflows and source-of-truth data systems
- CPQ design and implementation for structured sales-to-operations handoff
- Application development: React, Next.js, TypeScript, Node.js, Python, FastAPI
- Data and platforms: SQL, Postgres, Supabase, Convex, CRM interoperability
- Security and operations: RBAC, tokenized access, webhook integrations, auditability
- Process optimization and cross-functional change management

PROFESSIONAL EXPERIENCE

Full-Stack Engineer (Independent Project), QuoteNclose

Miami, FL | 02/2026 - Present

- Built and deployed a multi-tenant SaaS platform for quoting, pricing, contracts, and embedded e-sign workflows.
- Designed and implemented an algorithmic pricing model that replaced pricebook dependency for windows/doors workflows.
- Achieved 99.99% pricing accuracy across high-variation products with fewer than 100 model parameters.
- Improved quote/contract data quality for downstream teams, helping reduce ordering, permitting, and delivery timelines by up to 3 weeks.
- Implemented secure route and backend role controls, contract lifecycle automation, and audit-focused workflow telemetry.

Technology Consultant (Contract), SafeGuard Impact

Miami, FL | 01/2025 - Present

- Delivered a unified source-of-truth database that consolidated information from departments using different CRMs and tools.
- Built a CPQ workflow to capture structured point-of-sale data and route department-specific data to the right internal teams.
- Designed and launched a referral partner application to create a circular, self-feeding lead channel.
- Increased referrals by 300% and supported 20% monthly sales growth through referral-led funnel expansion.
- Implemented AI-assisted internal workflows that increased operational efficiency by 50% and reduced overhead.

Co-Founder and CEO, Reehash.com (formerly RoofConnectUSA)

Miami, FL | 05/2023 - 12/2024

- Led product strategy and software delivery for a virtual sales platform in roofing, later expanding to impact windows and painting.
- Integrated AI-assisted sales support workflows for rebuttal handling and live consultation quality.
- Increased client sales by 25% and reduced overhead costs by 50% through digital workflow redesign.

Sales Executive and Sales Manager, Roof1303.com

Miami, FL | 10/2021 - 05/2023

- Closed the first 83 online sales before full sales-team scale-out.
- Transitioned pipeline operations from Trello to Salesforce to improve visibility and coordination.
- Recruited and coached a team of 4 reps that achieved a 40% close rate versus an approximately 20% benchmark.

Account Executive, TOPO UAV, LLC

Miami, FL | 01/2019 - 12/2022

- Achieved 100% year-over-year growth from 2019 through 2022 in technical B2B sales.
- Maintained 90% client retention; 40% of business came from repeat customers and referrals.
- Delivered technical solution selling to contractors, engineers, and building management teams.

VP of Sales, Mendiola Group, Inc.

Miami, FL | 09/2017 - 09/2021

- Exceeded quota by 80% and earned promotion to VP of Sales.
- Scaled annual sales volume from 300 to 6,000 through funnel design, coaching, and execution cadence.
- Expanded team from 10 to 50 reps and coached 12 team leaders.

Sales Executive, StubHub

Madrid, Spain | 02/2017 - 09/2017

- Led Europe and Latin America VIP sales activity.
- Increased repeat customer performance through proactive relationship management.

Digital Project Manager, WeeklySpoon, LLC

Miami, FL | 02/2014 - 01/2016

- Coordinated delivery across developers, designers, marketers, and account teams.
- Built structured project plans and milestones to align execution with client outcomes.

Summer Analyst, Balboa Bank and Trust

Panama City, Panama | 07/2012 - 08/2012

- Supported CFO-led work in expense reporting, forecasts, budgets, and operational planning.

EDUCATION

- Master of Business Administration (MBA), Millennia Atlantic University, 2019
- Bachelor of Arts in Economics, Florida International University, 2015

- Associate of Arts in Business Administration and Management, Broward College, 2013

TOOLS AND PLATFORMS

- React, Next.js, TypeScript, Node.js, Python, FastAPI
- SQL, Postgres, Supabase, Convex
- Salesforce, HubSpot, Trello
- Vercel, Render
- Microsoft Excel, PowerPoint, Word

HONORS AND LANGUAGES

- Honors: #1 Sales Rep (2017, Mendiola Group); Team with Most Sales (2018-2021, Mendiola Group)
- Languages: English (Native), Spanish (Native), Italian (Conversational)