Logo

Description automatically generated

301 E. Pine Street, Suite 300

Orlando, FL 32801

TELEPHONE (407) 478-1111

FAX (407) 447-2488

**Questionnaire for Letters of Recommendation**

|  |  |
| --- | --- |
| **Full name of client:**  **Oscar Jimenez Montero** | **Case number:**  **21380-001** |

Please answer every question and write **as much information as possible in each section in paragraph format**. Provide details about your major accomplishments and/or contributions within your field of expertise, the projects/work you have completed in your area of specialization, and any awards you have received. Remember that your answers will be the substance of the letters of recommendation; therefore, it is essential that they are complete and detailed.

**INFORMATION ABOUT THE RECOMMENDER:**

### Full name

Fotios Ebeoglou, Engineering Manager, Kuehne + Nagel, Thessaloniki, Greece. (<https://www.linkedin.com/in/fotiosebeoglou/> )

### How is the recommender familiar with you and your contributions or accomplishments to your field of expertise?

Mr. Fotios Ebeoglou was my direct manager at the company Kuehne + Nagel based in Greece, he was aware of my performance and tasks in the different projects that I was leading in the company.

### What are some of the most important/significant achievements that the recommender has acquired in the field of expertise?

1. Engineering Manager, Kuenhe + Nagel, Greece 2023-Present.
2. Global Product Owner -RPA Platform, Kuenhe + Nagel, Greece 2021-2023.
3. Technical Team Lead of RPA Devops and DPI(AI) Development, Kuenhe + Nagel, Greece 2019-2021.

**INFORMATION ABOUT THE CLIENT (YOU). Please answer the items below with as much specific details as possible:**

**\*\***

### List and explain your major accomplishments and/or contributions within your field of expertise and that are linked to the recommender. (Please include quantifiable outcomes whenever possible):

1. Implementation of the agile philosophy for the development and use of scrum in the creation of new projects based on Robotics Process Automation (RPA), and AI (artificial intelligence) tools in Costa Rica, Germany, Serbia, Philippines and Greece.
2. Implementation of a Disaster Recovery plan based on Robotics Process Automation (RPA), and AI (artificial intelligence).
3. Create and implementation of Full-Time Equivalent (FTE) System for processes based on Robotics Process Automation (RPA), and AI (artificial intelligence) for performance tracking.
4. Create and implement an Automated alert system for processes created using Robotics Process Automation (RPA), which monitors all operations of automated processes more efficiently.
5. Responsible for the platform on which the robots run as automated processes in Costa Rica, Germany, Serbia, Philippines and Greece.

### If you implemented new or creative ideas, please comment on how you did it and what were the positive results and/or contributions they made:

The implementation of the automated alert system for processes created using Robotics Process Automation (RPA), and AI (artificial intelligence) which monitors all operations of automated processes more efficiently.

This project is very important because any abnormal event that affects the performance of automated tasks is detected more quickly and notified to the teams performing monitoring.

To completes this project, several previous activities were carried out, such as the identification of the problem, the analysis of possible solutions, as well as the technology to be used, the proper testing of the system and its training for users.

results obtained were excellent, due to the improvement obtained in the monitoring processes of the activities of the automated processes, making them more efficient and effective.

The benefits are especially in the response times for handling events and the reduction in time lost in production.

### If you have successfully implemented or worked on projects or initiatives similar to the proposal you are going to implement in the United States, please comment in detail (include what professional tools you used, how you managed to carry out the project, how you contributed to the company and explain how it links with your proposal you plan to implement in the United States or what tools/knowledge you provided, to successfully implement this proposal)

After the correct analysis and implementation, the companies or departments can achieve better results in the performance of their tasks, reducing costs and offering a better service and / or product.

1. Example #1: **Automated Alert System**

This project is about an automated alert system for processes created using Robotics Process Automation (RPA), and AI (artificial intelligence) which monitors all operations of automated processes more efficiently.

This implementation is important because any abnormal event that affects the performance of automated tasks is detected more quickly.

The role I played in this project was the design, creation and maintenance as well as everything related to testing and training.

To complete this project, several previous activities were carried out, such as the identification of the problem, the analysis of possible solutions, as well as the technology to be used, the proper testing of the system and its training for users.

The professional knowledge that was applied in this project was data analysis through AI technology, programming in RPA and agile technologies to manage the progress and information of the project.

The results obtained were excellent, due to the improvement obtained in the monitoring processes of the activities of the automated processes, making them more efficient and effective.

The benefits are especially in the response times for handling events and the reduction in time lost in production.

1. Example #2: **Disaster Recovery Plan for the automation platforms**

This project is about the implementing the plan to be followed in case of a disconnection in the Systems which prevents the operation of the processes for operations on Robotics Process Automation (RPA) AI (artificial intelligence) platforms.

This project is important because exits commitments with end customers (service level agreement SLA) of what is the maximum time that the systems could be disconnected or in a state of not active, not only identifying the problem is important but also having the recovery plan in case of disasters.

The role I played in this project was the design, creation and maintenance as well as everything related to disaster simulator activities and training.

To complete this project, several previous activities were carried out, such as the identification of the problem, the analysis of possible solutions, as well as the technology to be used, the proper testing of the system and its training for users.

The professional knowledge that was applied was that obtained over several years of experience managing projects and infrastructure oriented to Robotics Process Automation (RPA), as well as those generated with AI (artificial intelligence) and my preparation and certification in SAFe® (certified Scaled Agile Framework) as Product Owner and Product Manager.

The results were very satisfactory to be able to successfully implement a protocol of actions in a DR (disaster recovery) to ensure continuity in the business.

The benefits generated is ensure continuity of the business and to return to production as quickly as possible after an unexpected event, minimizing delays and the effects on third-party applications and processes that depend on the correct activity of the automated processes.

### If you have solved complex problems in your field of professional practice, please comment in detail on them and explain how you solved them.

Most of the problems solved were based on an in-depth analysis of the root of the problem, followed by the correct proposal for the solution of the problem, as well as the technology or tools to be used. Finally, the correct implementation of automated processes, where it is necessary to adjust the number of resources and budget to avoid incurring expenses and, on the contrary, achieve savings in material and human resources.

### Discuss any impacts of your contribution to the field (i.e. medicine, science, research, new technologies, social welfare, environmental protection, cultural issues, and/or artistic expressions, etc.) outside of the organizations where you worked. Consider the following example: Did your contribution represent higher profits for the business that it helped such business create additional jobs in the region?

My business proposal refers in part to the creation of new jobs through the training of current personnel and the creation of new positions, it is a proven fact that companies will obtain savings and profits with the correct implementation of the automation using technologies with Robotics Process Automation (RPA), and/or with AI (artificial intelligence).

### Have you received awards or recognition in your area of professional development? If so, please list these and explain the selection process or the meaning of those recognitions or awards.

I have received recognition in LinkedIn profile (<https://www.linkedin.com/in/oscarjimenezm/> )from my previous supervisors as well as recognition from the current ones, I have traveled to different countries to implement new processes or improve current ones, as well as I have been sent to represent the company at different events at a national and international level.

### What sets you apart from other professionals in your field? Please focus on objective professional achievements and skills. Do not include qualitative descriptions or personality traits.

More than 15 years in technology, more than 10 years (verifiable) as a developer in different languages, more than 5 years in the use of automation and the use of AI technology, certified Scrum master and product owner and product manager give me the combination of experience and preparation to stand out from others.

### Do you have published articles or books that you have written, or that have been written about your and/or your achievements in your professional field? If so, please make a list of them.

I have my own website for the propagation of knowledge for free of different tools related to process automation using Artificial Intelligence, www.aiml-robotics.com

### Describe the research projects, academic participations and/or publications that you have carried out in the field; explain what they were about and their relevance for the development/promotion of knowledge in the same.

I have my own website for the free propagation of knowledge of different tools related to the automation of processes using Artificial Intelligence, in the same way I have received adequate training on the subject and the experience to be able to refer and contribute for the benefit of those interested in process improvement.

Please comment on anything else that you find relevant or useful to highlight about your professional experience.

Apart from all the experience and training received, I want to add here that I have been invited to represent Western Union on May 13th and 14th (2024), in the SW2 AI Seminar at Broomfield, CO, USA, this event is very important and is related to development through automation and use of artificial intelligence AI.