26th November 2024

Desamparados, Alajuela, Costa Rica

To Whom it May Concern:

My name is Dario Rios Navarro I am Machine Learning Engineer at Wester Union. In my role, I Develop and deploy models in cloud (AWS). Helping the decision scientist team with support of models created for risk management, implementing technology based on automation and Artificial Intelligence (AI). I have known Oscar Jimenez for +10 years. We first met when we he was my college working in Universidad Nacional (Heredia, Costa Rica).

We were colleagues from January 2014 to July 2019 at Universidad Nacional, where Oscar excelled as a Senior Java Developer, Product Owner, and Scrum Master. Since July 2020, we have been working together again at Western Union. Initially, Oscar served as an Automation Control Manager in Robotics and Intelligent Automation, supporting global RPA operations. For the past two years, Oscar has been a Machine Learning Engineer and a key member of the Data Science Industrialization team.

I support Oscar’s National Interest Waiver petition because I believe that the US will benefit from his work in the Process Automation (RPA) and Artificial Intelligence (AI) field. I believe Oscar will continue to innovate and influence the field with the additional business resources available in the United States. Her has already influenced our work environment in the following ways:

* Oscar has served as a Senior Developers, Product Owner / Scrum Master role, involving a framework created by the Universidad Nacional, which requires research, development and implementation, leading several key projects, including the development and implementation of RPA for testing purposes, reducing the time for testing and improving the web applications performance.
* Serving as RPA DevOps engineer, supported global automation RPA development teams from Costa Rica, United States, Canada, Greece and Philippines, as a Infrastructure administrator performing task as, install and evaluate software and applications to be used in-house, as part of various automation processes, in order to minimize day to day operation effort.
* He created systems alerts using Kibana and Grafana to monitor robots’ performance and mitigate possible affectations, tracking the whole automation operation, reducing downtime and the response time in 45%.
* He collaborated with supporting the automation teams and providing solutions on development tools and useful appliances. Provide training and support on the various automations developed.
* As a Machine Learning Engineer and part of the Data Science Industrialization team charged with building and automating high-quality data science pipelines that power key business applications with advanced analytics/AI/ML, responsible for supporting cloud infrastructure, improved the model’s deployment by creating in-house solutions reducing the deploy time by 60%

I believe Oscar’s proposed endeavor to develop and implement comprehensive training programs and optimization strategies for process improvement and data-driven decision-making, by integrating affordable technologies powered by artificial intelligence (AI) and robotic process automation (RPA). will contribute to small and medium-sized enterprises (SMEs) in maximizing their operational efficiency and growth potential, saving time and resources, enhancing competitiveness, and offering to employees valuable upskilling opportunities in high-demand tools.

Oscar is a highly qualified Process Automation (RPA) and Artificial Intelligence (AI) professional whose work ethic, and commitment to continuous improvement will serve the US economic competitiveness. For these reasons, I fully support this petition. And I hope the US will view Oscar as the great talent that he is.

Sincerely,

[Your Signature]

Dario Rios Navarro

Machine Learning Engineer, Western Union

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