November 5th, 2024

Residencial Lomas de Brasil, Colon, Mora, San José

To Whom it May Concern:

My name is Glenda Darce Huete, I am a former IT Program Manager at Intel. In my role, I led an engineering team building technology products, in the Data Governance enablement domain. My academic credentials include a master’s degree in computer systems technology, experience focused on software and data products development, 10+ years of experience leading engineering teams, and recent years as Product and Program Manager. Performed as Analytics Capability Owner within Market to Revenue Business unlocking the power of reliable data, expertise in Agile [Scrum] methodologies, expertise in Data Governance & Metadata Mngmt. (Data Glossary and Data Catalog). Hold roles in Business Operations, managing IT suppliers’ contracts, procurement, budget planning. Strong interest in User Experience (user-centered design), strategic thinking and a diversity supporter. Experience managing international customer service organization and 3PL (Third-Party Logistics) operations.

I have reviewed Oscar Jimenez’s credentials, experience, and accomplishments in Robotics Process Automation (RPA) and Artificial Intelligence (AI) technologies. His credentials and experience include, Certified SAFe® Product Owner / Product Manager, Scrum Master Certified SMC™, Robotics Process Automation (RPA) DevOps Engineer, Senior Software Developer and Staff Software Engineer in Artificial Intelligence (AI) and Machine Learning (ML).

As demonstrated by his work, Oscar is an accomplished professional who has broadly impacted on the Process Automation (RPA) and Artificial Intelligence (AI) field through.

* As an AI/ML Machine Learning Engineer in his current company, he has been part of the Data Science Industrialization team and is responsible of building and automating high-quality data science pipelines that power key business applications with advanced analytics/AI/ML. Define and maintains ML Ops best practices and deploy and maintain production analytics and data science modeling workflows.
  + He has automated complex workflows, improved efficiency and reduced operational costs.
* Additionally, he has performed as support engineer in the Robotics and Intelligent Automation area, included in his duties analytics development which is foundational to effective AI and ML implementations in any organization, In his role as a Robotics Process Automation (RPA) DevOps Engineer, he has automated complex workflows, improved efficiency and reduced operational costs.
  + Oscar’s extensive experience as a Senior Software Developer and now a Staff Software Engineer, he has led development projects, mentored junior developers, and contributed to the design and implementation of scalable software solutions
* He has technology projects management experience as developer, product owner and scrum master which is an ability required to ensure IT projects success.
  + As a Certified SAFe® Product Owner / Product Manager has successfully managed product backlogs, prioritized features, and ensured alignment with business goals.
  + Holding a Scrum Master Certified SMC™ credential has enabled him to lead agile teams, facilitate scrum ceremonies, and drive continuous improvement in project delivery

Based on this information, I can attest to Oscar’s professional abilities and skillset in Robotics Process Automation (RPA) and Artificial Intelligence (AI) technologies, and I reason that these make him well positioned to carry out his efforts/endeavor by integrating affordable AI and RPA technologies, the initiative aims to save time and resources, enhance competitiveness, and provide employees with upskilling opportunities. It focuses on helping American, Latin, and other minority-owned SMEs maximize their operational efficiency and growth potential. Through his efforts/endeavor, Oscar will benefit the United States because his proposed endeavor can drive economic growth, foster innovation, enhance competitiveness, and support minority entrepreneurship. By integrating RPA and AI technologies into SMEs, it aligns with national priorities for economic development, technological advancement, and resilience.

Oscar is a highly qualified Robotics Process Automation (RPA) and Artificial Intelligence (AI) technologies professional whose commitment to continuous improvement will serve the US interests i.e. economic, societal, environmental, scientific, etc. For these reasons, I fully support them. And I hope the US will view Oscar as the great talent that he is.

Sincerely,

[Your Signature]

Glenda Darce Huete

~~IT Program Manager, Intel Costa Rica~~

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