December 2, 2024

To Whom it May Concern:

My name is Dario Rios Navarro and I am a Machine Learning Engineer at Wester Union. In my role, I develop and deploy models in cloud (AWS), help the decision scientist team with support of models created for risk management, and implement technology based on automation and Artificial Intelligence (AI). I met Oscar Jimenez in January 2014 when he was my colleague working in Universidad Nacional in Heredia, Costa Rica and have known him for over ten years now.

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 robotic process automation (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 have had the chance to review Oscar’s proposed endeavor and I support his National Interest Waiver petition because I believe that the US will benefit from his work in Robotic 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. His has already influenced our work environment in the following ways:

* Oscar has served as a Senior Developer, 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, Oscar supported global RPA development teams from Costa Rica, United States, Canada, Greece and Philippines, as an Infrastructure administrator performing task including, installing and evaluating 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 by 45%.***
* He collaborated with supporting the automation teams and providing solutions on development tools and useful appliances. He also provided 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, Oscar ***improved the model’s deployment by creating in-house solutions, reducing the deployment 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. His previous successes in the same field as his proposed endeavor as outlined above, demonstrate his capabilities in being successful in the US and his endeavor.

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,

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