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

Paulo Nuñez, Global Executive| Supply Chain Management|Operations|Tecnology Innovation|Continuous Improvemnet, DHL Global Forwarding, FL United States (<https://www.linkedin.com/in/paulonunez/> )

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

Mr. Paulo Nuñez has worked at DHL Global Forwarding(<https://www.linkedin.com/company/dhl-global-forwarding/> ) for almost 20 years. We have never been colleagues or worked for the same company. However, Mr. Nuñez is aware of my role in both Robotics Process Automation (RPA) technology and my artificial intelligence (AI) skills.

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

Global Supply Chain Executive with 20+ years of experience leading multicultural teams and transforming large-scale operations to improve profitability, quality, and customer satisfaction. Expertise in leveraging the intersection between people, processes, and technology to achieve strategic goals.

1. Vice President, Head of Global Customs Operations, DHL Global Forwarding, Florida United Sates 2019-Present.
2. Senior Director, Head of Customs Operations, DHL Global Forwarding, South Carolina, United Sates 2016-2019.
3. Senior Director, Americas Regional Head of Program Management & Transformation Office, DHL Global Forwarding, FL United Sates 2012-2016.

**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):

Mr. Paulo Nuñez has worked at DHL Global Forwarding(<https://www.linkedin.com/company/dhl-global-forwarding/> ) for almost 20 years. We have never been colleagues or worked for the same company. However, Mr. Nunez is aware of my role in both Robotics Process Automation (RPA) technology and my artificial intelligence (AI) skills.

### 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 agile philosophy for the development and use of scrum in the creation of new projects. This activity includes extensive training for the development team as well as adequate monitoring and feedback on the correct use of this technology. This philosophy improves the quality of the code and the delivery times of the programs (robots). The results are immediate because there is an improvement in the organization and transparency of the process. projects, as well as improvements in product delivery time. Providing correct maintenance and support to the infrastructure that supports automated processes is reflected in their correct functioning and performance.

### 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)

The implementation of automated processes with the help of artificial intelligence has been implemented in many projects (more than 100 times). These projects are different from each other because they obey to the solution of different problems according to the business needs.

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

1. Example #1: Automated project for the calculation and generation of the monthly report related to the FTE (Full-time equivalent), this report is about savings in human resources generated by the automated processes using RPA (Robotics Process Automation) comparing the performance versus the same task performed by humans, which assesses which processes generate maximum savings in resources, tool used: Uipath (RPA) <https://www.uipath.com/> .
2. Example #2: Digital inclusion of different handwritten forms generated in warehouses and/or places where digital digitization is difficult or impractical, this digital inclusion is carried out using a robot created with RPA (Robotics Process Automation) that is supported by AI technology using text recognition to convert handwritten text from paper forms into digital format, tool used: Abbyflexicapture AI technology <https://www.abbyy.com/flexicapture/> .

### 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 are in the implementation of automated processes, where it is required that the amount of resources and budget be adjusted so as not to incur 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 Robotic Process Automation (RPA) and AI.

### 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.

[https://www.eventbrite.com/e/sw2-conference-tickets-710507806977?aff=oddtdtcreator](https://urldefense.com/v3/__https:/www.eventbrite.com/e/sw2-conference-tickets-710507806977?aff=oddtdtcreator__;!!J0Eel5oVi2rp!rzbRh5nS9KL-Y0byy6PS2GFd27iHmD-Cf6sUUCkesaYHymaicVR-2_4J_XxXkIeC9x4DZnrI7fhnvA$)