ROBERTO SANTOS

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QUALIFICATIONS PROFILE

A talented and decisive leader with related vast experience to contribute to the creation and delivery of long-range operational objectives in the **Implementation Process**.

- **Customer Solutions and Success:** Proven success leading a multi-disciplinary team to establish project parameters, updated feedback customers, and executing effective and efficient product enhancements. Provide consulting in a sales engineer role to win over full buy-in within large accounts.

- **Software Implementation:** Tech Savy, Quick Learner and Great Instructor during the implementation of software. 5 yrs plus exerience in installing enterprise software solutions, gathering requirements, finding and troubleshooting OS challenges when distributing installs across multiple users/PCs.

- **Communication:** Strong proficiency working with all levels of an organization, with strategic partners and key stakeholders. Excel in gathering and presenting statistics to organizational leaders to guide decision making and improve operational efficiencies.

- **Key Strengths:** Keenly organized and possess strong proficiency in project management, communication, implementation and execution. Adaptable to a multitude of situations, using tact, judgment, professionalism and effective decision making. Fluent in both English and Spanish.

CORE TECHNOLOGIES:

Environments:	Windows XP/7/8/10, Windows Server 08-12, Mac OS, Chrome
Applications:	MS Office (Word, Excel, Outlook, PowerPoint, Access), I.R.I.S. Xtract, Autobahn DX/Aquaforest OCR, Salesforce, Hi-Speed Scan Software Kodak Capture Pro and Law Pre-Discovery, Windows PowerShell, MS SQL Manager and ETL process, JIRA, Postman, Visual Studio, AWS Storage
Tools:	MS Visio, Adobe Acrobat XI

EXPERIENCE HIGHLIGHTS

YELLOWFOLDER LLC, Carrollton, Texas

Software Development Quality Assurance 1/2018 – 3/2020

Technologies: I.R.I.S. Xtract (Document Learning), Autobahn DX (OCR), Tesseract (OCR) Salesforce.com (CRM), Windows Power Shell, MS Visual Studios, SSMS (SQL), Postman, Visio, MS Office Products, Jira

With sundry roles, one being the first line of bulwark between development and sales, another being on the product management team, and quality assurance and future enhancements.

- Document and metadata migration from customers who want to sunset software to our databases and servers which consolidates the number of platforms they use.
- Principal support for internal staff and high-level customer IT roles.
- Manage data intergration and configuration for new implementations.
- Test system and activities to ensure a successful delivery post-implementation.

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- Monitor data mining of incoming API connections with customer metadata or through SFTP connections.
- Performing unit test on developer code in an Agile methodology for project lifecycles.
- Update/Matriculate customer data and query system for reporting data via SQL.
- Manage software changes, enhacements, and delivery ETA in JIRA tracking software.

YELLOWFOLDER LLC, Carrollton, Texas

Director of Cloud Services 9/2016 – 1/2018

Technologies: I.R.I.S. Xtract (Document Learning), Autobahn DX (OCR), Salesforce.com (CRM), JIRA, Pure Chat, Windows Power Shell, Visio, MS Office Products

Lead the department's relationship between the executive team and priority customers regarding customer implementations, onboarding, support, and assemble bug related issues with the YellowFolder SaaS product.

- Managed and or directed 3 technical teams within Operations; Customer Support, Customer Implementation, and Document Conversion Team. Congregating project demands within the operations team to project resources in every quarter to the executive team to sustain the sales pipeline.
- Worked with managers in each department to troubleshoot and document newly found bugs, build case information, and work with the senior development team for sprints or site enhancements by following trending case information.
- Oversee the customer implementation process by working closely with COO and VP of Sales and distribute new process enhancements to lower cost and become efficient within the department.
- Liaison as the high-level sales engineer for onsite visits with customer leadership members.
- Client Partner relationship in gathering requirements and managing scope for unique needs.
- Reported weekly project status to C Level team regarding accomplishments and any delays for future projects.

YELLOWFOLDER LLC, Dallas, Texas

Cloud Services and Support Manager, 7/2013 – 9/2016

Technologies: I.R.I.S. Xtract (Document Learning), Autobahn DX (OCR), Salesforce.com (CRM), Kodak Capture Pro, Law Discovery, Windows Power Shell, SQL Manager, Pure Chat, JIRA

Lead a highly functioning team within the cloud services department overseeing the full span of project lifecycle activities. Ensure the daily flow of image traffic runs smoothly to the ERM system, with responsibility for generating comprehensive usage metrics. Collaborate with sales and E-Team to ensure projects are delivered promptly, including making on-site visits to establish customer needs, provide training and formulate business strategies. Work with vendors to implement finished products, ensuring customer satisfaction.

- Spearheaded project to develop and implement the way boxes and images are converted and delivered to auto-classification software, increasing output by 250%.
- Through the implementation of a lean management process, lowered resource requirements by 35% by modifying software to auto classify documents.
- Lead support team initiatives leading to the increase of customer usage and providing a satisfaction rating increase of 15% above the previous benchmark.
- Maintain a strong customer relationship throughout the implementation cycle.
- Lead and maintained the a automated document learning software IRIS, which reduced document validation and data-entry by 75%.

HARDING DOCUMENT MANAGEMENT SOLUTIONS, Dallas, Texas

Production and Cloud Services Manager 9/2005 – 7/2013

Technologies: Windows XP/7/8/10, Windows Server 2008/12, I.R.I.S. Xtract, Autobahn, DX OCR, Kodak Capture Pro, Law PreDiscovery, SQL Manager, Adobe Acrobat XI, MS Office Suite

Managed a production group consisting of up to 55 team members responsible for the overall workstreams for document conversion, online delivery, client support and data migration for the organization. Developed and implemented ERM systems for clients, audited conversion projects against warehouse inventory leading to reduced customer storage fees, while communicating with clients to problem solve any related in scope or out of scope work challenges. Led the onboarding process for newly hired staff, as well as continued training, development, and skill enhancement initiatives.

- Implemented best practices for the digitization and removal of documents based on the retention policy.
- Recognized by senior leadership for consistent high-quality customer feedback and reviews.
- Strategically created successful business relationships with existing customers to referrals for an additional highly profitable business.

RLS LEGAL SOLUTIONS, Dallas, Texas

Litigation Support Imaging Supervisor, 10/2002 – 9/2005

Technologies: Windows OS, Mac OS, Lotus Notes, Novel, Law PreDiscovery, ICE Scanning Software, MS Office Suite

Provided supervision and support to staff ensuring project delivery to clients within established timeframes. Coordinated resources, communicated with clients and reported to Chief Executives concerning overall production figures. Led the conversion of documents to digital formats to accommodate customer legal management software.

- Designed an employee retention strategy based on core values and team leadership, lowering turnover by more than 15%.
- Initiated and maintained a high-quality assurance standard, resulting in improved client satisfaction leading to additional business opportunities.
- Introduced a streamlined employee absentee management system, decreasing employee absenteeism by more than 25% through the promotion of healthy workplace initiatives.

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EDUCATIONAL BACKGROUND

College Coursework,

2000 – 2002
Mountain View College, Dallas, Texas •

2017-Present
El Centro College, Dallas, Texas

I.R.I.S. Xtract, Development – Information Extraction, 2015