

# Shant Keshishian

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## Career Profile

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Strategic, data-driven operations professional with 7+ years of experience improving business efficiency and customer experience through workflow optimization, automation, and system development. Skilled at solving complex problems and implementing practical, scalable solutions. Experienced in leveraging AI tools and internal platforms to enhance efficiency, reduce manual work, and support high-quality service delivery. Strong background in cross-functional collaboration, process improvement, and performance analytics to drive continuous operational success.

## Core Competencies

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- Customer Experience Improvement & Workflow Design
- Data-Driven Decision Making & Reporting Automation
- Support Forecasting & Capacity Planning
- Workflow Automation & Process Optimization
- AI Tools Implementation & Operational Scalability
- Custom Tool & Dashboard Development (PHP, JS, HTML, SQL)
- Technical Troubleshooting & End-User Support
- Systems Administration & Security Compliance
- IT Infrastructure & Network Management
- Operational Strategy & Cross-Department Coordination
- Customer Service & Satisfaction
- Adaptability, Problem-Solving & Continuous Learning

## Education

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BACHELOR OF SCIENCE (B.Sc.) IN INFORMATION TECHNOLOGY, 2013; *Lebanese International University*

## Professional Experience

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MADZOOM FOOD PRODUCTS | ANTIPOLLO CITY | PHILIPPINES | MAY 2019 TO PRESENT

### **CHIEF OPERATING OFFICER & IT MANAGER**

- Developed custom internal tools and dashboards using PHP, JavaScript, and HTML for managing orders, tracking stock, and monitoring team performance; reduced manual data entry by 95% and increased operational accuracy.
- Built a [Home Assistant](#)-based smart monitoring system for production (HACCP compliance), live vehicle tracking, and order dispatch visibility, improved delivery reliability and food safety standards.
- Designed and maintained IT infrastructure including MikroTik routers, VLANs, PBX, NVR surveillance systems, and VPN access; ensured 99.9% system uptime and strengthened data security.
- Installed and configured NVRs, IP surveillance cameras, and local servers to support 24/7 monitoring and video recording, strengthening security across factory and office sites; decreased on-site incidents by 40%.
- Automated reporting, task scheduling, and inventory tracking using Google Apps Script; saved over 10 hours per week and cut manual errors by 60%.
- Led customer support workflows and digital communication systems to serve both direct customers and B2B partners; built solutions that reduced repetitive inquiries, streamlined ordering, and improved response time by 50%.
- Streamlined cross-departmental operations across production, fulfillment, and finance; eliminated bottlenecks, cut delivery delays by 35%, and improved customer satisfaction scores.

FREELANCE | REMOTE | MARCH 2022 TO FEBRUARY 2023

### **HOME ASSISTANT SMART SYSTEMS CONSULTANT**

- Helped over 100 clients successfully automate their homes and small businesses with custom Home Assistant configurations, improving usability and system reliability.
- Configured smart automation routines using MQTT, Zigbee, and integrations with devices like Shelly, Sonoff, and ESPHome to personalize user environments.

- Diagnosed and resolved complex Home Assistant issues related to automations, dashboards, and device integration, often working remotely with limited access.
- Educated non-technical users on maintaining and customizing their smart systems, increasing long-term system adoption and independence.

CREDIT FINANCIER INVEST (CFI) | LEBANON | JUNE 2016 TO APRIL 2019

#### **IT MANAGER & INFORMATION SECURITY OFFICER**

- Built, managed, and secured IT infrastructure across six branches, overseeing firewalls (FortiGate), switches (HP, MikroTik, Ubiquiti), and site-to-site/remote VPN configurations, ensuring secure and reliable connectivity across all business units.
- Administered Windows environments and Active Directory, implemented access controls, and oversaw server uptime, backups, and data integrity protocols.
- Developed and enforced security protocols to protect sensitive financial data and maintain regulatory compliance. Monitored potential threats and implemented proactive measures to reduce risk.
- Integrated and supported various business applications and systems, including Google Sheets with advanced scripting, IP-based NVR surveillance, biometric attendance systems, and PBX solutions.
- Automated internal reports and administrative workflows using Google Apps Script, cutting processing time by 35% and enhancing data accuracy.
- Provided hands-on technical support for software, hardware, and connectivity issues across teams, enabling faster issue resolution and improving staff productivity.
- Partnered with executive leadership to align IT systems with operational needs, reducing tech-related bottlenecks and minimizing recurring support tickets by 30%.

## **Additional Information**

**Languages:** English: Fluent (used daily in professional and personal contexts)

Armenian (Western): Native

Arabic: Fluent

**Technical Proficiencies:** Microsoft Office Suite (Word, Excel, Powerpoint), GSuite, Google Sheets. Proficient in integrating APIs. Windows, Linux (Ubuntu), Command-line Interfaces for System Management & Automation, PowerShell, Bash/Shell scripting, HTML, CSS, JavaScript, PHP, Python, MySQL, Google Apps Script, Jinja, Hands-on experience with: Hyper-V, Proxmox, VMware vSphere (ESXi), Oracle VM VirtualBox. Proficient in Docker for containerized applications and microservice deployment. Skilled in Home Assistant automation and custom device integrations. Advanced Routing (Network), VLANs, Firewall configurations. MikroTik RouterOS, FortiGate, Ubiquiti, HP, Cisco, Netgear hardware. VPN tunnels (IPsec, OpenVPN, WireGuard) and secure ZeroTier mesh networking.

**Interests:** Football, swimming, open-source tools and tech experimentation, learning emerging technologies (AI tools, cloud services), home automation and smart systems (Home Assistant, IoT projects)