




# Antonio Osuna

## Digital Business Engineer

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 [LinkedIn](#)

 antoniosunaa@outlook.com

 [Portfolio](#)

View my work [here!](#)

### EDUCATION

2016 - 2020

**Anáhuac Mayab University**

**Bachelor's Degree in Digital Business & Software Engineering**

President of the Engineering Faculty.

Voluntary work: COO, Project Manager, Web Developer.

Mérida, MX

### CERTIFICATIONS

- Google Professional Certificate: Foundations of Project Management.
- Google Professional Certificate: Google IT Automation with Python.

### LANGUAGES

English  Bilingual or Proficient (C2)

Spanish  Native

### SKILLS

- Software Development Life Cycle (SDLC)
- User Interface and User Experience (UI/UX)
- Project Management, Change Management
- Digital Ecosystem Mapping
- Sales and Customer Success
- Continuous Improvement
- Business Analysis

### TECH STACK

- Microsoft Office 365 - Apps & Support
- Google Workspace (formerly G Suite)
- Notion, Monday, Zendesk, and more
- Database Design and API Design
- Python and SQL (basic)
- Appsheet
- Figma

I specialize in interviewing stakeholders to gather critical insights into their operational and system requirements. By applying tools and IT methodologies, I propose and deliver tailored technological solutions, typically adhering to Software Development Life Cycle (SDLC) principles. With significant experience in Sales, I am now eager to transition back into a technology-focused role, leveraging my diverse skills to drive impactful solutions.

02/2024 -  
08/2024

**Vacation Club Sales**

Cancun, MX  
(On-Site)

11/2021 -  
11/2023

**Red de Colegios Semper Altius & Prepa Anáhuac**

Mexico City, MX  
(Remote)

**Travel Sales Consultant**  
**Tourism, Travel & Hospitality**

- Conducted deep **discovery** sessions with potential new members by swiftly establishing rapport and building trust.
- **Presented** the **company and product** using a targeted sales methodology rooted in persuasion.
- Aligned benefits specifically with the **customer's** needs, leveraging their **dominant buying motives**.
- Thrived in a fast-paced, high-pressure environment requiring **extensive research** and industry expertise.

**Digital Architect**  
**Education Services**

- Strategic Ecosystem Analysis: Conducted thorough analyses of the digital ecosystem, identifying opportunities for improvement that aligned with the strategic goals of the Board of Directors, resulting in significant resource savings.
- Project Leadership: Managed multiple projects simultaneously, including leading 3 software development initiatives that positively impacted customers and collaborators in 70 offices across Mexico.
- Cross-Departmental Collaboration: Served as the primary liaison between technical teams and business owners, ensuring smooth communication and alignment across departments.

## Digital Architect

Red de Colegios  
Semper Altius &  
Prepa Anáhuac

- **Client Engagement:** Maintained strong, continuous communication with clients throughout the design process, ensuring their vision was reflected in the final product.
- **Process Optimization:** Developed and implemented new processes to improve efficiency, including training hundreds of users and building scalable solutions that contributed to client retention and operational success.
- **IT Training and Protocol Development:** Played a key role in client retention strategies by training staff across various IT and management roles, and by creating protocols to facilitate system information usage.
- **Microsoft Office 365 Committee Representation:** Represented the Network on the national Microsoft Office 365 Committee, contributing to the organization's digital strategy.

09/2020 -  
11/2021

### Harbar LLC

Canton,  
Massachusetts,  
USA (Remote)

#### Customer Service Coordinator Food Manufacturing

- **Process Improvement & Documentation:** Analyzed and documented operations across Production, Accounting, and Sales, leading to the creation of sales protocols for major clients like WalMart, improving order processing speed and efficiency.
- **Systems Management & Optimization:** Managed EDI, ERP, and CRM platforms, streamlining communication and operations for over 110 accounts, including high-profile clients like Trader Joe's and the United States Government.
- **Financial Operations:** Spearheaded the first on-time financial monthly closing in company history and ensured timely and accurate invoice issuance.
- **Customer Service Excellence:** Delivered top-tier customer service, expertly handling \$40M USD in orders while resolving issues promptly and maintaining detailed records to identify trends and opportunities for further improvement.

07/2019 -  
07/2020

### Caiman Products

Yucatan  
Peninsula, MX  
(Hybrid)

#### Project Business Analyst Seafood Industry

- **Integrated System Development:** Led the creation of a new integrated system crucial for the company's business intelligence strategy, including database design, product development, and real-data testing before organization-wide launch.
- **Process Optimization & Efficiency Gains:** Implemented the system to streamline inventory management, reducing the need for multiple Excel

- documents and lowering manual reporting by 15%. Achieved over 20 hours per week in time savings for Production and Sales departments, and decreased physical server requirements by 35% through cloud-based solutions. Improved same-day shipping processes by enhancing system efficiency.
- **Resource Allocation & Productivity:** Optimized team resource allocation by assessing strengths and skillsets, which enhanced overall productivity and streamlined project execution, including managing raw material inventory more effectively.
- **Risk Management & Process Improvement:** Conducted risk assessments to mitigate potential issues, ensuring adherence to project timelines and budgets while implementing process improvements that increased team efficiency.