

# Zeek Pardo

Product Manager - AI & Automation

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## Summary

Strategic Product Manager who sees opportunities where others see obstacles across businesses, churches, and nonprofits. I don't just execute roadmaps - I challenge assumptions through market research and user insights to build breakthrough solutions like multilingual AI systems and SaaS platforms that create new categories. My approach combines deep customer understanding with technical execution to shape product strategy that drives meaningful impact.

## Experience

### Support Operations Specialist, 11/2025

#### Planning Center

Support operations for church management platform serving 90,000+ churches worldwide. Optimize workflows and implement AI-driven support solutions for enhanced efficiency. Drive operational improvements across customer success team.

### Founder, 08/2025

#### Groovi QR

Founded and launched SaaS platform for dynamic QR code management (groovi.cc). Designed complete product strategy, UI/UX, and multi-tenant technical architecture. Built automated workflows serving customers across retail, events, restaurants, education. Generated revenue from day one with subscription-based business model.

### Founder, 11/2024

#### Groovi AI Automations

Deploy AI chatbots for local businesses increasing lead capture 40% and conversions 30%. Implement CRM automation systems with intelligent follow-up sequences. Create custom workflow solutions and AI productivity training materials.

### Support Specialist, 11/2019 - 11/2025

#### Planning Center

Built Spanish Support AI system: transformed zero Spanish capacity to full multilingual service in 6 weeks. Developed AI Custom Report Builder enabling 'technically impossible' customer requests.. Reduced bug report processing time 75% through workflow automation.

## Education

### Organizational Leadership,

Nelson University, Texas

## Skills

- AI Implementation & System Design
- Product Management & Strategy
- LLM Optimization
- Change Management & Team Adoption
- Problem-Solving & Innovation
- Zapier | N8N | Make |
- Prompt/Context Engineering
- CRM Implementation

- Business Impact Translation
- Leading Chatbot Implementation

## Languages

- English
- Spanish

## Achievements

**Zero-to-Production Excellence:** Consistently delivered complex products from concept to revenue-generating launch within accelerated timeframes

**Technical & Operational Impact:** Automation Efficiency Leader - Achieved 75% reduction in manual processes through intelligent workflow design and implementation

**Community & Industry Impact:** Accessibility Advocate - Extended organizational services to underserved communities through technology innovation

## Websites and Social Links

Portfolio: <https://www.groovi.pro>

## References

Reference available upon request