Andrew Santos

www.webwizlab.com

(954) 591-9962   andrewsantos528@gmail.com | Coral Springs, Fl, 33065

Innovation & Technology Specialist

Technology specialist with expertise in workflow automation, scalable architectures, and AI-driven process optimization. Passionate about leveraging predictive analytics and CRM enhancements to reduce manual work, improve system efficiency, and drive strategic innovation.

Career Trajectory

Technology Specialist

Talent Agency 7 | Apr 2024 - Present

- Optimize revenue protection with centralized monitoring, trend analysis, automated reporting, and performance tracking.

- Streamline data management by enhancing databases, reengineering CRM, and automating workflows, saving over 2,000 hours through automation.

- Lead CCaaS migration, implementing automation, intelligent routing, IVR setup, and an AI-driven chatbot database.

- Optimize CRM by deploying bug fixes and leading feature engineering by prototyping production-ready solutions, saving over $24,000 through in-house solutions.

Research Engineer

Talent Agency 7 | Feb 2024 - Apr 2024

- Collaborated strategically with key department heads to develop and implement customized SOPs aligned with operational needs.

- Developed and implemented a technical onboarding system, streamlining integration across platforms and tools.

- Reduced workflow time from 5+ hours to 5 minutes by automating processes, cutting manual input, and eliminating errors.

- Researched and integrated new technologies to enhance internal operations, data handling, and improve customer-facing systems.

Market Research Associate

Advantage Solutions | Jun 2023 - Feb 2024

- Managed a diverse portfolio of Whole Foods Market stores across 4 US regions, evaluating product placement strategies and optimizing merchandising effectiveness.

- Performed on-site audits and compliance checks to validate adherence to planograms, visual merchandising standards, and operational procedures.

- Monitored key performance indicators to track project progress and assess the impact of implemented strategies.

E-commerce Operations Coordinator

Goodwill Industries | Nov 2022 - Jun 2023

- Contributed to budgeting and forecasting processes, supporting seasonal planning. Executed general ledger accounting tasks to maintain accurate and organized financial records.

- Monitored KPIs and team performance, tracking sales targets and customer satisfaction to drive continuous improvement and build a high-performing team.

- Oversaw omnichannel platforms, optimized inventory management, revised SOPs to eliminate redundancies, and streamlined operations to improve efficiency and customer experience.

E-commerce Operations Lead

Goodwill Industries | May 2022 - Nov 2022

- Implemented SOPs across the e-commerce division focusing on facilitating employee retention processes and boosting efficiency by analyzing the existing system of operations.

- Developed pricing strategies based on past sales data while collaborating with partner teams to enhance customer service and ensure effective issue resolution.

- Collaborated with multiple sectors to decrease production delays by compiling data for periodic inventory management.

Recent Projects

Data Forecasting System
A Python framework using historical data and the Holt-Winters method to predict inbound call volumes at a call center.

Automated Lead Distribution
A JavaScript-based infrastructure that efficiently routes leads to agents using a round-robin algorithm.

Autonomous Performance Reporting
An advanced sales tracking system with live dashboards and automated weekly/monthly emailed reports.

Comprehensive SOP Suite
Created SOPs for all learning styles and deployed them across multiple platforms for maximum engagement.

Learn more at: www.webwizlab.com

Industry Knowledge

Technical Skills

- Process Automation
- Data Analytics
- Microservices
- Feature Engineering
- Predictive Analytics

Business & Strategy Skills

- Agile Methodologies
- Competitive Analysis
- Scalability Planning
- Prototyping
- Documentation