

VICTOR ARAUJO

CONTACT

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WORK EXPERIENCE

Salus Secure Environemts

National Account Manager & Customization Developer

2023 - PRESENT

- Developed an internal project management system using Power Apps.
- Designed a project workflow to track the project journey from lead to completion.
- Implemented improved communication methods to reduce email overload.
- Implemented customized platform solutions for project lifecycle management.
- Led end-to-end application rollout and ongoing system maintenance.
- Conducted organization-wide training and onboarding for the systems I created.
- Designed custom automations and notifications to update end clients on project status upon completion of designated stages, reducing staff workload.
- Developed a custom analytical dashboard to track project P&L.
- Designed financial reports to compare year-over-year sales.
- Performed regular system maintenance to ensure reliable performance and long-term stability.
- Implemented timely updates and enhancements to align the platform with evolving company needs.
- Leveraged AI tools such as ChatGPT, Recraft, and Redraw to create marketing collateral.
- Utilized tools such as CapCut, ElevenLabs, and Canva to produce instructional videos.
- Analyzed financial data to improve cash flow, resulting in fewer outstanding invoices.
- Oversaw billing and invoicing operations, maintaining accuracy and supporting efficient cash flow management.
- Directed logistics and shipment of manufactured products, ensuring smooth distribution and customer satisfaction.
- Served as the primary technical support lead, troubleshooting system issues and supporting all staff technology needs.

Coastal Design Construction Services

Operations Manager & Customization Developer

2023 - 2023

- Developed a cost estimator that calculated project costs per square foot.
- Engineered a solution to accurately estimate the materials needed for projects.
- Designed a secondary feature using JavaScript that sent estimates to designated emails and system folders.
- Developed a system that tracked the project journey from lead to completion.
- Managed the full lifecycle of application rollout and ongoing system maintenance.
- Conducted company-wide training and onboarding for newly developed systems.

WORK EXPERIENCE

- Conducted company-wide training and onboarding for newly developed systems.
- Maintained systems proactively to ensure consistent performance and long-term reliability.
- Delivered timely updates and enhancements to keep platforms aligned with evolving business needs.
- Designed custom automations that triggered based on set parameters and tracked project status.
- Developed financial reports for P&L to support profitability.
- Performed regular financial forecasting analysis to guide business planning.
- Oversaw invoicing and billing processes, supporting smooth cash flow and financial accuracy.
- Maintained vendor relationships and gathered quarterly pricing updates to keep project cost data current.
- Led material procurement efforts, ensuring timely sourcing and cost-effective purchasing.

Collier Seawall and Dock

Purchasing Manager & Customization Developer

2021 - 2023

- Digitized a previously manual process, accelerating the project lifecycle from one year to four months.
- Developed an internal collaboration system that streamlined project discussions and reduced email volume.
- Developed a system that provided visibility into project statuses across permitting, production, and billing stages.
- Enabled real-time access to project information for sales teams to improve client communication.
- Provided accounting and invoicing teams with clear insights into project progress to support accurate billing.
- Independently managed the rollout of systems and workflows across departments, clearly defining each team's roles and responsibilities.
- Proactively maintained systems to ensure optimal performance and long-term reliability.
- Implemented timely updates and enhancements to keep platforms aligned with evolving business requirements.
- Designed a map feature that provided production teams with clear insight into permitting status and project delays.
- Developed a tool that allowed sales teams to communicate project progress, fostering transparency, confidence, and realistic expectations.
- Fostered vendor relationships and collected quarterly pricing updates to maintain up-to-date project cost information.
- Directed material procurement activities, ensuring timely acquisition and cost-efficient purchasing.

WORK EXPERIENCE

Wix.com

Product Specialist & Learning & Developer Expert

2018 - 2021

- Oversaw training for international teams in Guatemala, the Philippines, and the U.S., with groups ranging from 30- 150 experts both in person and online.
- Trained Wix Force by creating and maintaining LMS content, managing user permissions, and developing custom reports.
- Collaborated with QA and product specialists to develop product training using tools such as Docebo and Hickory.
- Created instructional resources and tracked training effectiveness using data-driven performance metrics.
- Partnered with QA and developers to improve user experience and support product development.
- Compiled Tableau reports to inform stakeholders and support ongoing QA and operational monitoring.
- Provided advanced support for complex issues beyond standard resolution, managing escalations and ensuring timely outcomes.
- Wix Force training covered a wide range of topics, including SEO, digital marketing, Facebook Ads, customer care, DNS, CRM, and the full suite of Wix front-end and back-end tools.

Bose

Lead Sales Specialist

2015 - 2018

- Directed shift operations, optimizing sales floor performance and team efficiency.
- Recruited and trained specialists, coaching staff on advanced sales techniques to drive revenue.
- Led customer engagement initiatives and delivered persuasive product demonstrations.
- Managed sales transactions using the POS system and maintained accurate inventory via Bose software.
- Oversaw high-end product intake and ensured consistent merchandising standards.
- Resolved warranty claims and de-escalated challenging customer situations, maintaining client satisfaction.

Miami Dade College

Public Safety Aid

2014 - 2015

- Collaborated with local law enforcement and college staff to maintain a safe campus environment.
- Supervised campus traffic and enforced safety protocols to ensure orderly operations.
- Assisted students and provided immediate response during emergencies.
- Conducted campus walkthroughs for senior staff and students to assess safety and operational readiness.

WORK EXPERIENCE

Dunamis Studios

Audio Tech

2014 - 2015

- Assisted with microphone placement and captured high-quality audio recordings.
- Partnered with senior staff on post-production editing and mixing using Pro Tools, Reason, and Ableton Live.
- Produced and edited audio content in line with creative direction, managing broadcasting and final output.

Sac Sulamerica

Warehouse Manager

2011 - 2013

- Coordinated shipping schedules with airlines and clients to ensure timely deliveries.
- Managed inventory and generated packing lists and AWBs using Magaya software.
- Supervised daily warehouse operations, optimizing receipt, storage, documentation, safety, and distribution of equipment and supplies.
- Evaluated warehouse processes and implemented strategic improvements to enhance workflow, reduce errors, and boost overall operational efficiency.

CERTIFICATIONS & ACHIEVEMENTS

Achievements

- Onboarded waves of 120 experts onto Wix's Customer Support Staff during COVID.
- Trained experts for Wix in both Guatemala and the Philippines.
- Reduced production delays for Collier Seawall & Dock from 1 year to 2-4 months.
- Organized and provided clear project updates and financial status reports for Salus.

Certifications

- Certified Web Design Wix Expert

VOLUNTEER WORK

Life With Life Church

2005 - PRESENT

Lead Sound Technician

- Collaborated with ministries on events featuring theater, music, and dialogue for a congregation of approximately 300 people.
- Set up, tested, and maintained audio equipment prior to services and events.

VOLUNTEER WORK

Life With Life Church

2005 - PRESENT

- Operated the soundboard and adjusted live audio levels to ensure clear sound throughout the service.
- Recorded services and followed production cues to support pastors, worship leaders, and special segments.

Youth Ministry Leader

- Mentored teens through group discussions, one-on-one support, and spiritual guidance.
- Assisted in planning and executing youth camps and events, including logistics, budgeting, and supervision.

SKILLS

- Power Apps Development
- Enterprise Account Management
- Sales Forecasting
- Pipeline Management
- CRM Tools
- Cross-functional Team Leadership
- SmartSheets creation and management
- Inventory & Cost Control
- Monday.com Development
- eLearning Program Design
- Wix Website Design
- Logic Pro, Pro Tools, Reason, Capcup