

Franco Augusto Valada

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EDUCATION

Technical Programmer

March 2016 – December 2018

Universidad Tecnológica Nacional – UTN FRCON, Concordia, Argentina

Secondary school, Economic Orientation

March 2008 – December 2013

School Nº29 Nstra. Señora de los Angeles, Concordia, Argentina

EXPERIENCE

SPA Attendant

December 2022 - **PRESENT**

Four Seasons Surfside, Miami, Florida

- **Assisting guests throughout Spa experience to ensure a seamless arrival and departure**
- **Monthly inventory and linen count of Spa**
- **Personalization of guest's experience with information that we have in notes and paying attention to the detail when they mention something**
- **Cleanliness and maintenance of lockers and public Spa areas**

RPA Developer

February 2023 - **PRESENT**

Freelance - Global

- **Development of new bots for processing quotes, bills, and document printing**
- **Maintenance of implemented bots and process optimization**
- **Troubleshooting and error fixing checking code and making workarounds or re-writing code to improve processes**
- **Consultant services. Advising about different ways to develop a new bot or implementing them**

RPA Consultant and Developer (SR)

March 2020 – October 2022

Help Systems/FORTRA, CABA, Argentina

- **Project Technical Leader and technical reference for all LATAM and USA**
- **ROI evaluations and POCs for new customers and sales team**
- **Azure and Amazon S3 bot developments**

- IBM i, AIX, and WMS automation experience for companies with high demand and financial systems
- Microsoft Office and CRM automation. Download reports, update notes, massive emails sent to customers, etc.
- Automation of multiple websites concatenated in the same workflow

Support Analyst (JR+)

March 2019 – March 2020

Maer Software, CABA, Argentina

- Development of views, panels, and reports in SQL Server
- POS deployment on demand
- Remote assistance (Screen view / Team Viewer)
- ERP and MRP Systems implementation
- Development of functional procedures in SQL Server

General Secretary Assistant (ONG) - Non-Profit

July 2018 – Oct.2019

Argentine Electronic Sports Association, CABA, Argentina – Global

- Review of association legal documentation, institutional papers, social media posts, and emails with the IESF (International eSports Federation)
- Creation of procedures to introduce new members in every department of the association. Registration, documents, digital accounts, accesses, contact information, etc.
- Management of Associations budget, events, and department approvals
- Scouting new partnerships to create institutional alliances

Private Events Organizer

2018 – 2020

B612 Disco Planet Events, Concordia, Argentina

- Coordination of the venue depending on the number of guests, event size, and requirements of the Customer
- Selection of Bartenders for the venue and cocktails list
- Get in touch with the RRPPs of every venue and define the invitation style that will be sent to the guests and VIPs
- Distribution of security guards in the place of the venue

Clothes Store Owner

2015 – 2018

Harlem Store, Concordia, Argentina

Front Desk Agent

2013 – 2015

Concordia Tennis Club, Concordia, Argentina

- Coordinate courts reservations of members and local guests
- Receive membership payments via phone call, text message, or email