

PAUL COHEN

AI Systems & Automation Specialist

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AI automation and technical operations specialist who designs adaptable systems for support, operations, finance, and growth teams. Connects APIs, software tools, browsers, data, and AI to automate multi-step work with human oversight and production reliability.

EXPERIENCE

AI Systems & Automation Specialist

Feb 2025 - Present

CitizenShipper

- Build and maintain end-to-end automations across support, operations, finance, and growth.
- Integrate APIs, webhooks, and browser automation for ticket triage, expense reporting, driver verification, cancellations, and shipment relisting.
- Build AI workflows for drafting, classification, routing, approvals, research, and decision support with human review.
- Engineer reliability through validation, deduplication, retries, monitoring, alerts, recovery, and audit trails; create dashboards to measure performance, data quality, and failures.

Customer Success

Oct 2023 - Apr 2025

CitizenShipper

- Managed complex customer and provider issues across booking, billing, trust, and service operations.
- Converted recurring customer friction into process rules, support guidance, and automation requirements.

Customer Success Manager

Sep 2022 - Sep 2023

Psilolabs

- Managed bilingual onboarding, product adoption, training, troubleshooting, and escalations.
- Turned recurring questions into reusable playbooks, help content, and process improvements.

Team Lead

Jun 2021 - Feb 2022

Concentrix

- Coached agents, monitored quality and service levels, managed escalations, and standardized team workflows.

Bilingual Customer Service Representative

Feb 2020 - Jun 2021

Concentrix

- Delivered bilingual technical and account support while meeting resolution and performance expectations.

Customer Success Manager

Feb 2018 - Feb 2020

Plantcado

- Owned onboarding, account support, and retention-focused follow-up; coordinated customer feedback and issue resolution across internal teams.

EDUCATION

Universidad de Costa Rica (UCR)

Bachelor of Business Administration, in progress | 2021 - Present

SKILLS & LANGUAGES

Workflow automation | AI workflows | n8n | Zapier | Make | OpenAI | OpenClaw | API & webhook integrations | Browser automation | Data validation | Monitoring | Human-in-the-loop systems

Languages: English and Spanish