

Martin Vega

Business Systems Analyst · IT Operations · AI Prototyping

Ecuador · Available for full-time remote work with US teams

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PROFESSIONAL SUMMARY

Business systems and automation professional with 3 years supporting a US electrical contractor remotely from Ecuador. Experience spans field-service migrations, accounting and workplace systems, business communications, AI-assisted prototyping, workflow automation and voice AI operations. Combines hands-on implementation with vendor coordination, staff onboarding and clear documentation.

CORE SKILLS

Business systems: Jobber, Housecall Pro, QuickBooks Online, Microsoft 365, Google Workspace, RingCentral

AI & automation: AI-assisted prototyping, LLM workflow design, Zapier, REST APIs, webhooks, AI voice agents, Plaud-to-estimate workflows

Development & operations: Python, JavaScript/TypeScript, Next.js, Supabase, SaaS administration, vendor management, user training

RELEVANT EXPERIENCE

Jesselectric Outsourcing Corporation · Business Systems & Technology Operations · 2023–Present · Remote from Ecuador

- Led the Housecall Pro-to-Jobber migration, transferring 1,000+ customer records with associated operational data and training staff on the new platform.
- Migrated Google Workspace to Microsoft 365 for fewer than 15 users and now administers the environment.
- Administers QuickBooks Online, resolves Jobber integration issues and implemented RingCentral for business communications.
- Built Zapier automations and custom integrations, deployed an inbound AI voice agent, and prototyped a Plaud-and-Claude workflow for draft estimates.
- Coordinates technology vendors and staff onboarding, and maintains the company's existing website and Google Business Profile.

Business Owners Coalition · CEO, part-time consulting · November 2024–Present · Remote

- Works with the founder and CTO on community strategy, member value and technology priorities.
- Co-developed the organization's website with CTO Ciprian Silivestru.

SELECTED PERSONAL PROJECTS

SFlow: macOS dictation application built from an existing fork, with local speech-to-text, AI-assisted cleanup, Python/PyQt6 and packaged app delivery; 321 automated tests documented in the project dossier.

SaaS Factory: agent-first software factory patterns for authentication, payments, transactional email, PWA/push and landing pages using Next.js, Supabase and Vercel.

AOS — Architecture of Systems: spec-driven, agent-neutral orchestration with feature contracts, verification gates, evidence logging and human approval boundaries.

EDUCATION, CERTIFICATION & LANGUAGES

Universidad de Las Américas (Ecuador) · Licenciatura in Physical Therapy · September 2019–February 2023 · Degree completed February 2023

EF SET English Certificate: 72/100 (C2 Proficient), issued December 2024 · Spanish: native · English: professional working proficiency