

RONALD ALEXANDER FELIZ MERCEDES

Systems Engineer | AI Automation Specialist |
Continuous Learner

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Portfolio: ronalfeliz.dev

Villa Centro, Santiago, Dominican Republic



SUMMARY

Organized and responsible Systems Engineering student with hands-on experience as a Data Processor, Data Analyst, and Data Auditor, ensuring accuracy and consistency in every task. AI Specialist in Prompt Engineering, Web Developer building landing pages, and backend programmer with Python, constantly learning and applying new technologies.

EXPERIENCE

Processing Associate | *ITR Dominicana*

05/2026 – Present

Santiago, Dominican Republic

- Processed and audited digital documentation, analyzing data for accuracy, consistency, and compliance, and resolving discrepancies.

Collaborator – AI Automation Specialist | *Lux Marketing Agency*

2026 – Present

Remote

- Collaborates as a Web Developer, building landing pages and digital projects.
- Latest project (in collaboration with Lux Marketing Agency): [Monterey Pour Pass](#) page for Santa Lucia Highlands Wine Artisans.

Customer Representative (Chat & Email Support) | *Horatio*

09/2025 – 05/2026

Remote

- Provided customer support via live chat and Gmail, resolving inquiries with accuracy and professionalism.
- Managed multiple concurrent conversations while maintaining high response quality and customer satisfaction.
- Documented and escalated issues appropriately, ensuring timely resolution.

Housekeeping | *The Lodge At Spruce Peak – Summer Seasonal*

05/2025 – 09/2025

Stowe, Vermont, USA

- Performed detailed cleaning, organizing, and sanitizing of luxury guest rooms and suites.
- Efficiently managed time to meet daily room quotas while maintaining high quality standards.

Customer Service Supervisor | *Gallo Pelon Brew Pub*

01/2021 – 05/2025

Santiago, Dominican Republic

- Ensured a high-quality service experience in a busy restaurant and bar environment.
- Built 4 years of experience in customer service, with a strong focus on guest satisfaction.
- Led and supported team members while effectively resolving customer concerns.

EDUCATION

Systems Engineering | *UTESA University*

05/2023 – Present

Santiago, Dominican Republic

English Immersion Program | *UAPA University*

01/2022 – 12/2022

Santiago, Dominican Republic

High School Diploma | *Francisco Henríquez y Carvajal*

01/2017 – 12/2018

Santiago, Dominican Republic

SKILLS

- Adaptability
- Python (Backend Programming)
- Prompt Engineering (AI)
- Web Development (Landing Pages)
- Data Processing, Analysis & Auditing
- Communication Skills
- Time Management

LANGUAGES

- English – Proficient
- Spanish – Native