

EDUARDO RUEDA ÁLVAREZ

Operations & Process Transformation Lead | Automating Business Workflows & Process Design

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PROFESSIONAL SUMMARY

Operations engineer with 5+ years in process automation and ERP implementation across manufacturing, healthcare, and government. Most recently designed and deployed an automated workflow ecosystem (12+ interconnected AI powered tools) that process 100% of daily operations from patient intake through billing and reconciliation—replacing a collection of manual, and error-prone workflows with a scalable system that runs with minimal intervention— built as a personal initiative, adopted as company standard. Bridge the gap between operational problems and technical solutions, understanding the process deeply, then build systems that make it scalable.

EXPERIENCE

Operations & AI Automation Lead

MedStar Diagnostics, Inc. · Remote (New York, USA) · Dec 2025 – Present

Mobile diagnostic testing provider serving physicians across the tri-state area. Responsible for turning daily exam output into clean, certified, billed, and tracked records across every patient seen.

Designed and deployed an end-to-end AI-powered operations system that replaced 12+ previously manual workflows in 6 months:

- Patient intake & DLS Tracker: Manual paper logs → AI-automated: Rule applying engine for routing, invoicing, and exam-processing.
- Clinical processing: Manual formatting and Excel lookups → automated report formatting to clinical standard, with SUDO/SSR score calculation and severity classification written directly into physician-facing documents
- Billing reconciliation: Manual cross-platform checking → single-run pipeline reconciling biweekly billing exports against the tracker, flagging discrepancies, and auto-classifying every patient into the correct payment-status folder — replacing a 3-step manual process
- Delivery: Manual operations → automated client email drafts and certification-form paperwork (Neurology Order Forms, Consult Forms) generated directly from formatted exam data

Built an unattended processing agent that runs the full pipeline across a folder of reports and stops at a human approval gate before anything is finalized. Runs 100% offline with no cloud dependency — patient data never leaves the machine. Cut processing time 60–75%, with gains scaling further at higher patient volume.

Tools: Claude AI · Python · Excel/Power Query · SQL · EMSOW · QuickBooks

ERP Consultant

TOTVS Latam · Bogotá, Colombia · Sep 2022 – Aug 2025 · 3 years

Latin America's largest ERP provider. Led end-to-end implementation projects across manufacturing, supply chain, procurement, and cost management for clients in Colombia and Ecuador.

- Recovered 100% of three months of critical inventory and billing records using SQL queries and ADVPL scripting — data previously considered unrecoverable
- Designed and executed full data migration for three companies within a sugar mill: procurement, inventory, costs, and accounting master catalogs
- Built a knowledge-transfer framework using video documentation and case studies — adopted by the team to accelerate future implementations
- Delivered cross-functional user training and integration testing across multiple industries and client teams

Tools: SQL · ADVPL · TOTVS ERP · Excel/Power Query · Agile/Scrum

CORE TECHNICAL SKILLS

AI & Automation: Claude AI · Prompt Engineering · Workflow Automation

Data & Development: Python (AI-assisted) · SQL · Excel/Power Query

Operations: ERP Implementation · Process Automation Design · Medical Billing · Requirements Gathering

Languages: Spanish (Native) · English (Professional Fluency)

EDUCATION

Agroindustrial Production Engineer

Universidad de La Sabana, Bogotá, Colombia · 2014–2019 · Excellence Scholarship

Certifications: AI Foundations and Applications (Talento Tech – MinTIC Colombia) · Intermediate Python · Scrum/Agile Methodologies