

DYLAN SANUITA



PROFILE

Systems-focused engineer building internal tools, CRM workflows, payment/document processing, and automation systems that connect marketing, operations, finance, and support teams. Strong background in PHP/MySQL development, Salesforce-connected systems, WordPress integrations, AI-assisted intake workflows, call-center dashboards, attribution tracking, troubleshooting, and user support.

CORE SKILLS

Systems & CRM Salesforce workflows, lead routing, CRM architecture, attribution tracking, duplicate control, process mapping

Development PHP, MySQL, JavaScript, HTML/CSS, REST APIs, WordPress, responsive dashboards

Automation AI voice workflows, OCR/document processing, PDF generation, payment integrations, structured logging

Support Technical support, requirements gathering, troubleshooting, QA/testing, user training, documentation

ENGINEERING APPROACH

- Design scalable systems over short-term fixes.
- Prioritize reliability, structured logging, and maintainability.
- Align technical execution with measurable business outcomes.
- Automate repetitive processes to create operational leverage.
- Continuously iterate and refine infrastructure for long-term stability.

EDUCATION

Vol State Community College

Gallatin, TN | Computer Information Technology coursework, Programming concentration | GPA: 3.5

SYSTEMS & AUTOMATION ENGINEER

CRM, Backend Systems & AI Workflow Automation

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PROFESSIONAL EXPERIENCE

Systems & Automation Engineer / Revenue Infrastructure Engineer

Patriot Angels - Nashville, TN | Aug 2022 - Jun 2026

- Built and supported production systems connecting WordPress, Salesforce, AffiniPay, lead capture workflows, client intake, and internal operations.
- Architected an AI voice/call-tracking dashboard with Salesforce routing logic, department views, AI summaries, callback workflows, permissions, and follow-up accountability.
- Delivered first-month AI voice impact of approximately \$44,350 in revenue influence, 113 frontline work hours saved, on a \$1,500 monthly subscription plan.
- Developed PHP/MySQL dashboards and internal tools for missed calls, callbacks, email triage, department assignment, reports, and administrative user management.
- Built custom WordPress/PHP forms and API integrations for lead capture, attribution, payment, document generation, and Salesforce-connected workflows.
- Automated OCR/document processing, PDF generation, duplicate control, validation, attribution tracking, and structured logging to reduce manual work and improve data reliability.
- Partnered with intake, sales, legal, filing, claims, finance, and leadership to translate messy operational workflows into reliable, maintainable systems.

Director of Video / Warehouse Operations / Fleet Support

46 Entertainment / 46 Logistics - Gallatin, TN | Dec 2019 - Aug 2022

- Implemented Flex Rental Solutions to improve inventory management and speed project-management gear quotes.
- Managed large inventories of LED tiles, video flight packs, cameras, media servers, and production equipment while leading quality control and show-prep processes; also handled testing, repair, soldering, prep/deprep, and Adobe Premiere Pro editing.
- Provided 24/7 support for semi-truck breakdowns, repairs, and financial assistance across a 33-truck logistics operation.

Freelance Video Director / LED Technician / Projectionist / Camera Operator

Freelance - Nashville, TN | Jan 2018 - Dec 2019

- Supported national tours and corporate events for Alan Jackson, Luke Bryan, John Crist, Monster Energy, MLB, Young Living, Novartis, Peavey, and Stanley Black & Decker.
- Directed a live comedy tour with 93,693 tickets sold across 20 states and 2 countries while managing video direction, LED systems, projection, camera operation, client communication, and troubleshooting.

Video Technician / Projectionist / Quality Control

Elite Multimedia, PixelFLEX & DWP Live - Nashville/Smyrna, TN | Jul 2014 - Jan 2018

- Performed LED repair, soldering, prep/deprep, inventory, projection support, camera operations, equipment maintenance, and quality control for touring audiovisual systems.

SELECTED TECHNICAL PROJECTS

- **AI Voice Dashboard:** Centralized inbound call tracking, AI summaries, Salesforce routing, department views, role permissions, callback workflows, and follow-up accountability.
- **Systemflow Automation:** Building small-business automation concepts around missed-call capture, AI voice intake, CRM follow-up workflows, and simple operational dashboards.
- **Personal Web Applications:** Built PHP/MySQL applications for budgeting, training plans, dashboards, authentication, content pages, and responsive web interfaces.