

# DYLAN SANUITA



## PROFESSIONAL SUMMARY

Business systems and technology professional with hands-on experience working across departments to identify operational needs and build practical solutions using Salesforce, automation, internal applications, dashboards, integrations, and custom workflows. Experienced translating business ideas and stakeholder requirements into working systems, supporting users, troubleshooting issues, and improving day-to-day processes. Seeking a Business Systems Analyst, Applications Analyst, CRM Analyst, Business Analyst, or similar role serving as the bridge between business teams and technology.

## CORE SKILLS

- Business process & workflow analysis
- Requirements gathering
- Stakeholder collaboration
- Salesforce & CRM workflows
- Process mapping & improvement
- Reporting & dashboards
- QA/testing & troubleshooting
- User training & documentation
- Automation & integrations

## TECHNOLOGY

- Salesforce / Flow Builder
- Excel / Microsoft 365
- SQL (basic) / MySQL
- PHP / JavaScript / HTML / CSS
- REST APIs / JSON / Zapier
- Twilio / OpenAI / ElevenLabs
- WordPress

## EDUCATION

**Volunteer State Community College**  
A.S. Information Systems - Tennessee Transfer Pathway  
Gallatin, TN | GPA: 3.5

## CERTIFICATION

**Salesforce Certified Administrator**  
In Progress

## CAREER FOCUS

- Business Systems Analyst
- Applications Analyst
- CRM Analyst
- Business Analyst

# BUSINESS SYSTEMS & CRM PROFESSIONAL

**BUSINESS SYSTEMS ANALYST | APPLICATIONS ANALYST**  
**CRM ANALYST | BUSINESS ANALYST**

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dylansanuita.com/career

## PROFESSIONAL EXPERIENCE

### PATRIOT ANGELS

Aug 2022 - Jun 2026

**Business Technology Specialist | CRM & Systems Automation**

Nashville, TN

- Worked directly with intake, sales, legal, filing, claims, finance, marketing, and leadership to understand operational problems and turn business ideas into usable technical solutions.
- Built and maintained Salesforce workflows for lead routing, follow-up, client intake, payments, document processing, attribution, duplicate control, status updates, and cross-department handoffs.
- Configured custom objects, fields, department views, permissions, validation, callback tracking, and automation to support day-to-day operations and improve data consistency.
- Developed PHP/MySQL dashboards and internal tools for missed calls, callbacks, email triage, department assignment, user administration, and operational reporting.
- Connected Salesforce, WordPress, Twilio, OpenAI, ElevenLabs, scheduling, payment, and document-generation systems through forms, APIs, and automation.
- Built an AI voice and call-tracking solution associated with approximately \$44,350 in first-month revenue influence and 113 frontline work hours saved.
- Supported launches through QA/testing, troubleshooting, documentation, user training, feedback, and ongoing workflow changes.

### SYSTEMFLOW AUTOMATION

Jan 2024 - Present

**Founder | Business Systems & Automation**

Nashville, TN

- Build workflow and automation solutions for small businesses, including missed-call capture, AI voice intake, CRM follow-up, routing, notifications, callback scheduling, and operational dashboards.
- Gather business needs, map desired workflows, configure integrations, test system behavior, and support users through implementation and handoff.
- Developed voice-agent and dashboard concepts using Twilio, OpenAI, PHP/MySQL, APIs, structured call data, lead statuses, transcripts, and follow-up workflows.

### 46 ENTERTAINMENT / 46 LOGISTICS

Dec 2019 - Aug 2022

**Director of Video | Warehouse Operations | Fleet Support**

Gallatin, TN

- Implemented Flex Rental Solutions to improve inventory management, equipment tracking, and project-management gear quoting.
- Managed production inventory and coordinated quality control, show preparation, client needs, logistics, equipment testing, repair, and technical troubleshooting.
- Provided 24/7 operational support for breakdowns, repairs, vendors, and financial assistance across a 33-truck logistics operation.

### FREELANCE

Jan 2018 - Dec 2019

**Video Director | LED Technician | Projectionist | Camera Operator**

Nashville, TN / National

- 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 systems, crews, client communication, and live technical troubleshooting.

## SELECTED BUSINESS SYSTEMS PROJECTS

#### AI Voice Dashboard:

- Centralized inbound call tracking, AI summaries, Salesforce routing, department views, role permissions, callback workflows, and follow-up accountability.

#### CRM Follow-Up Automation:

- Built multi-touch email/SMS follow-up, time-zone communication logic, callback counters, attempted-contact tracking, field updates, and lead-routing workflows.

#### Document & Payment Automation:

- Built forms, OCR/document processing, PDF generation, payment integrations, validation, duplicate control, and Salesforce-connected workflows.

#### Personal Web Applications:

- Built PHP/MySQL applications for budgeting, training plans, authentication, dashboards, content pages, and responsive interfaces.