Christian Bartis

Technical Implementation & Automation Specialist

Business process improvement · AI and automation · Customer success and SaaS implementation

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SUMMARY

Technical implementation specialist who understands how businesses run and delivers the systems that improve them: consolidating operational work into central systems, introducing AI-assisted workflows, implementing customer service platforms and moving manual processes online. Turns loosely defined problems into clear requirements and tests solutions thoroughly before release.

PROFESSIONAL EXPERIENCE

Confidential Dubai-Based Consultancy — Contracted under NDA Mar 2026 – Oct 2026

AI & Digital Systems Improvement

- Consolidated operational work previously spread across eight people into one central system, in daily use since July 2026, reducing repetitive administration.
- Analysed how enquiries, quotations and follow-up moved through the business and set out what to automate and what to keep under human review.
- Automated the filing of emails to projects and the preparation of proposals from the catalogue.
- Piloted AI-assisted briefings and document classification with human review before any wider use.

CX Experts Oct 2025 – Jun 2026

Customer Success Manager

- Supported multiple client Zendesk implementations, turning each team's requirements into a configured service environment.
- Organised request routing, including workflows bringing requests from other applications into Zendesk.
- Handled configuration and access changes on client accounts, and supported client follow-up within the customer success team.

Holiday Escapes 2025

Digital Operations & Systems Coordinator

- Moved reservations from telephone-based scheduling to online booking by configuring an established booking platform and connecting its reservation channels.
- Coordinated rates and booking conditions, resolved availability discrepancies with providers and reconciled owner invoices against payouts.

CORE CAPABILITIES

Business process improvement: finding inefficiencies and designing practical changes.

AI and automation: introducing AI-assisted workflows with human review.

Digital systems delivery: turning requirements into usable applications and business tools.

Customer success and SaaS: configuring service environments and supporting implementation.

TECHNOLOGY

Build: TypeScript, Next.js, React, PostgreSQL, Prisma.

Delivery and quality: Git and GitHub, GitHub Actions CI, Playwright, axe accessibility testing.

Business platforms: Zendesk, NightsBridge, Google Workspace, Microsoft 365 environment.