Christian Bartis

Technical Implementation & Automation Specialist

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

christian.bartis@gmail.com · linkedin.com/in/christianbartis

SUMMARY

Technical implementation specialist who combines a working understanding of how businesses run with the ability to deliver the systems that improve them. Experience includes consolidating a consultancy's fragmented operational work into one central system with AI-assisted workflows, implementing Zendesk for client service teams and moving a hospitality business from telephone reservations to online booking. Turns loosely defined problems into clear requirements, delivers practical solutions and tests them thoroughly before release.

PROFESSIONAL EXPERIENCE

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

AI & Digital Systems Improvement

Middle East and Africa consultancy. Delivered remotely, with on-site work in Dubai in June–July 2026.

- Consolidated operational work previously spread across eight people into one central system for projects, contacts, correspondence and quotations, reducing repetitive administration and keeping records consistent; in daily use since July 2026.
- Analysed how enquiries, quotations, orders and follow-up moved through the business, identified repetitive tasks and set out which to automate and which to keep under human review.
- Automated routine coordination: project emails filed to the right record, with uncertain matches reviewed, and proposals produced from the product catalogue with consistent details.
- Developed and piloted AI-assisted briefings that reviewed daily activity, highlighted priorities and organised follow-ups, and tested an AI document classifier on real documents before any wider use.
- Took each initiative, including a rebuilt company website, from requirements through design, testing and release, verifying that it worked before wider use.

CX Experts Oct 2025 – Jun 2026

Customer Success Manager

Zendesk partner implementing and supporting customer service platforms for business clients.

- Supported multiple client Zendesk implementations, translating each support team's requirements into a configured service environment.
- Organised how service requests were received and routed, including testing workflows that brought requests from other business applications into Zendesk.
- Handled configuration and access changes on client accounts so that support teams had the permissions they needed.
- Built a complete Zendesk environment end to end, from initial setup to customer-satisfaction surveys, developing detailed knowledge of the platform.
- Supported client follow-up within a customer success team that reviewed client status, implementation progress and open issues each week.

PROFESSIONAL EXPERIENCE (CONTINUED)

Holiday Escapes 2025

Digital Operations & Systems Coordinator

Holiday accommodation and property-management business for coastal homes.

- Moved reservations from telephone-based scheduling to online booking by configuring an established booking platform and connecting it to reservation channels, so bookings and availability were managed in one place with less manual scheduling.
- Kept availability consistent across channels, resolving calendar-synchronisation and booking discrepancies with the platform's providers.
- Coordinated rates, seasonal pricing and minimum stays across properties and channels, and kept accommodation information and search visibility current online.
- Reconciled property-owner invoices against payouts and billable items, flagging discrepancies.

CORE CAPABILITIES

Business process improvement: understanding how work is actually done, finding inefficiencies and designing practical changes.

AI and automation implementation: identifying tasks suited to automation and introducing AI-assisted workflows with human review.

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

Customer success and SaaS implementation: understanding client needs, configuring service environments and supporting implementation.

Business systems consolidation: bringing fragmented information and processes into central systems to reduce duplication and keep records consistent.

Technical coordination and quality assurance: managing requirements, testing solutions and confirming readiness before release.

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.