Christian Bartis

AI Workflows | Web Development | Digital Systems

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Remote · Open to employee, contractor or employer-of-record arrangements
Portfolio: christianbartis.com — case studies, live projects and interactive demos, including the working Orrery CRM dashboard.

SUMMARY

Develops and delivers practical websites, interactive web applications, digital systems and automation solutions, turning loosely defined business problems into working systems people actually use. Most recently, for an international consultancy, consolidated operational work previously spread across eight people into one central system, automated routine coordination and piloted AI-assisted workflows with human review. Delivered MOTERA OS, a live business operations platform, alongside the interactive Orrery CRM and enquiry-automation demos at christianbartis.com. Earlier, at a Zendesk partner, supported multiple client Zendesk implementations, from requirements and request routing to a complete environment built end to end.

SELECTED ACHIEVEMENTS

- **Systems consolidation:** consolidated operational work previously spread across eight people into one central system for projects, contacts, correspondence and quotations, in daily use since July 2026.
- **Practical AI adoption:** piloted AI-assisted daily briefings and tested an AI document classifier on real documents before any wider use, alongside automation that routes uncertain matches to a person for review.
- **AI-enabled business platform (independent project):** specified and directed a multi-tenant business management platform whose AI agents can draft but never act without human approval; 977 automated tests pass and staging acceptance passed on real hosting.
- **Zendesk implementation (CX Experts):** supported multiple client implementations and built a complete Zendesk environment end to end, from initial setup and request routing to customer-satisfaction surveys.

PROFESSIONAL EXPERIENCE

AI & Digital Systems Improvement — Confidential Dubai-Based Consultancy — Contracted under NDA Mar 2026 – Oct 2026

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 sent for review, 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; 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 it worked before wider use.

Customer Success Manager — CX Experts Oct 2025 – Mar 2026

Zendesk partner implementing and supporting customer service platforms for business clients. Earlier tenure 2023 – 2024.

- 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.
- Built a complete Zendesk environment end to end, from initial setup to customer-satisfaction surveys, developing detailed knowledge of the platform.
- Handled configuration and access changes on client accounts so that support teams had the permissions they needed.
- Supported client follow-up within a customer success team that reviewed client status, implementation progress and open issues each week.

Digital Operations & Systems Coordinator — Holiday Escapes 2025 – Oct 2025

Holiday accommodation and property-management business.

- 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.
- 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.

FREELANCE PROJECTS

- **MOTERA OS** (live production application, secure sign-in) — business operations platform with CRM and pipeline management, versioned proposals, project and task delivery, a read-only client portal, roles and an audit log, reporting, and AI agents that draft work and request approval but never act on their own. Defined the product scope, data model, interface design and approval rules, and led delivery to the live production release, verified by 977 passing automated tests, an accessibility review of 99 pages on desktop and mobile, end-to-end workflow checks, an independent security review with every finding fixed, and staging acceptance.
- **Orrery CRM** (live interactive demo, christianbartis.com/lab) — a working CRM for a fictional fit-out studio with a live interactive dashboard (pipeline value, weighted forecast, overdue tasks, pipeline by stage, recent activity), contacts, pipeline, tasks and a proposal-approval flow; every change updates the whole system. Defined the product and workflow rules, led the interface design and delivery, and verified every interaction on desktop and mobile, including accessibility checks.
- **Enquiry Automation** (live interactive simulation, christianbartis.com/lab) — a rules-based workflow where each incoming enquiry is read, classified, assigned to the right person and given a drafted reply, and nothing proceeds until a person approves it. Designed the process, routing rules and human review, and delivered the working simulation.
- **Built by MOTERA — builtbymotera.com** (live website) — website for a website-design and workflow-automation studio, presenting its two services, six published design concepts and a consultation enquiry route. Directed the brand identity and site design, set the content and acceptance standard, and released the live site.
- **Interface & Website Concepts** (published concepts, christianbartis.com/explorations) — six published design concepts, including a role-based custom CRM, an exception-first workflow-automation product, B2B e-commerce and three websites; concept direction and interface design, each labelled as a concept, not commissioned client work.

CORE CAPABILITIES

AI & automation: process mapping · workflow automation with human-in-the-loop review · AI-assisted briefings (pilot) · AI document classification (tested on real documents) · email-to-record filing · catalogue-based proposal generation · AI approval and autonomy rules

Web & digital delivery: website design and delivery · interactive web applications · CRM and business systems · UI/UX and interface design · deployment and production readiness

Quality assurance: acceptance criteria · functional and end-to-end testing · automated testing on desktop and mobile · accessibility checks · regression testing

Zendesk: end-to-end environment set-up · request intake and routing · workflows from other business applications · access changes · customer-satisfaction surveys

Implementation & customer success: SaaS implementation and client onboarding · requirements gathering · configuration · user access and permissions · testing and go-live readiness · weekly client status reviews