

PETER VESPA

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AI Operations & Workflow Automation • CX Process Improvement • Agentic Systems Builder

PROFESSIONAL SUMMARY

Operations leader turned AI systems builder. Nine years at a Fortune 500 contact center, starting on the phones and finishing as a supervisor with manager-level scope. Finds inefficient processes and turns them into working AI-assisted systems: QA automation that cut manual review time about 40%, consumer-review analysis that surfaced product-safety risks, daily reporting that removed 95% of the manual work. Now building autonomous agentic workflows full time. Looking for a hands-on role using AI to improve how work gets done.

AI TOOLS & TECHNOLOGY

AI & agents: Claude (custom Skills, MCP, Cowork), ChatGPT/Codex, Copilot agents, Gemini, Grok. Builds AI-assisted automation solutions using modern coding agents to prototype, troubleshoot, and deploy functional workflows.

Platforms: Oracle Service Cloud • Kustomer • Sprinklr • Calabrio • Excel • Microsoft 365 • SharePoint • Cisco • AirCall • Workday • Vercel

PROFESSIONAL EXPERIENCE

Independent AI Builder

Jan 2026 – Present

Self-directed • Hopedale, MA • Live portfolio and demos at petervespa.com

- **Built AI QA Scorer, a transcript scoring and coaching workflow** that checks support transcripts against a fixed rubric, links findings to evidence, and drafts coaching notes. Scores a pasted transcript almost instantly, roughly 5–10x faster than manual review. Live demo.
- **Built ReviewSignal, a review-intelligence dashboard** that turns large volumes of customer reviews into organized product-quality themes for marketing and engineering; a portfolio-safe rebuild of the review-analysis process used in production at Helen of Troy.
- **Built an n8n email triage workflow** that classifies support emails, routes them by risk, and drafts routine replies with human approval before sending; about 40% of routine inbound emails received a usable first draft in prototype testing. Importable workflow published.
- **Built SupportOps Chatbot**, a customer support chatbot that answers from a controlled policy library, cites its sources, shows confidence, and hands uncertain cases to a human. Live demo.
- **Earned OpenAI Academy and Anthropic Academy certifications** in applied AI, agents, and Model Context Protocol (2026).

Helen of Troy — Contact Center

Nov 2016 – Dec 2025

Marlboro, MA (Remote/Hybrid) • Promoted four times: Consumer Services Representative (2016–2018) → Email Agent (2018–2020) → Communications & Social Media Agent (2020–2021) → Supervisor, Contact Center (2021–2025, initially as hourly team lead)

Nine years serving Honeywell, PUR, Vicks, and Braun. Helped lead an operation of ~40 agents handling 400 contacts on a standard busy-season day and up to ~1,000 at peak; directly supervised teams of up to 20.

- **Built an AI QA agent** (Microsoft Copilot) that scored call transcripts against the department's QA criteria, producing summaries, scores, and coaching opportunities. Cut manual QA time about 40% overall, up to ~90% on routine calls, while keeping human spot-checks.
- **Analyzed consumer reviews** (ratings, 90-day trends, complaint patterns) to surface product-quality risks invisible to contact-center data, including a fan fire-report pattern in Canada and an air-purifier filter defect appearing in retail returns rather than support contacts. Presented findings to marketing and engineering.
- **Automated daily agent productivity reporting:** an Excel workflow combining email volume and time data, computing emails per productive hour, and staging individualized feedback emails, removing ~95% of the manual work and moving agents from weekly to daily feedback.
- **Absorbed manager-level responsibilities** (no dedicated manager): hiring, workforce and seasonal planning, peak-readiness, reporting directly to the director.
- **Prototyped a SharePoint knowledge-base chatbot** for agent product questions; owned customer communication standards, email response templates, and the internal knowledge base that sped up onboarding.

- **Delivered 12% lower average handle time, 99% first contact resolution, and a 78 NPS** by getting agents the right information (knowledge base, response templates) and coaching individuals against the specific bottlenecks in their performance data.

Retail Sales Associate — Nexgen Wireless

2015 – 2016

Natick, MA · Sold and supported wireless products and plans, regularly hitting KPI-driven sales goals.

Passport Acceptance Agent — Newburyport City Hall

2013 – 2015

Newburyport, MA · Processed passport applications with a high bar for accuracy and confidentiality.

CERTIFICATIONS & AI TRAINING

OpenAI Academy (2026): AI Foundations, Applied AI Foundations, Agents and Workflows

Anthropic Academy (2026): AI Fluency, Claude 101, Agent Skills & Model Context Protocol

EDUCATION

B.S. in Business Administration • Salem State University • Salem, MA

2010 – 2012

A.A. in Liberal Arts • North Shore Community College • Danvers, MA

2009 – 2010