



CONTACT



Phone

786-874-0036



E-mail

lhern206@fiu.edu

EDUCATION

B.S Information Technology

Florida International University - DList

- Former E-board member of UPE (initFIU)-FIU's Tech Honor Society
- Finished 2nd at FIU's Robotic Competition
- FIU Music Minor
- Supply Chain Certification
- **Microsoft AI Certification**
- Kaseya Automation Certified Tech
- **FIU Business + Marketing Minor**

SKILLS

- Marketing Process Automation
- Machine Learning, AI, LLM
- Event Marketing & Coordination
- Canva, Adobe, CRM, Metricool
- AI Marketing Engineer
- Project Management
- Event Planning
- Business Process Automation
- CRM Integration & Management
- Lead Generation & Outreach
- Data Entry Automation
- Training & Research
- Data Analysis & Forecasting
- Database Dev & Management
- Email Marketing & Follow-Up
- Social Media Marketing

LANGUAGE

Spanish
English

Fluent
Fluent

PROFILE

Creative and highly organized **Management and Marketing Professional** with experience in project coordination, client communication, digital campaigns, customer-facing environments, and business operations. Proven ability to manage multiple priorities, analyze data, support day-to-day operations, communicate effectively, and adapt quickly to changing responsibilities. **Background in technology, AI, marketing automation, CRM systems, reporting, and live performance** brings a strong combination of analytical thinking, initiative, communication, and leadership potential.

WORK EXPERIENCE

FOUNDER & PROFESSIONAL MULTI-INSTRUMENTALIST FOR CORPORATE EVENTS

The Lyzovin Experience - Corporate Events | Part-time · Weekends | 2026 - current

- Perform live flute music for corporate receptions, private events, networking functions, and other professional gatherings.
- **Available to support internal corporate functions, client receptions, networking events, and special organizational events with live musical performance.**
- Communicate directly with clients and event organizers regarding schedules, repertoire, logistics, special requests, and performance expectations.
- Manage bookings, event preparation, contracts, scheduling, client communications, and performance logistics independently.
- Maintain a polished and professional presence while performing in client-facing, executive, and formal event environments.
- Adapt quickly to changes in timing, event flow, venue requirements, and client preferences while maintaining professionalism under pressure.

FOUNDER & AI ENGINEER

ROKOM AI | Part-time | 2026 - current

- Design AI-assisted workflows for legal research, document review, matter intake, billing, and litigation support.
- Review and organize legal documents and structured information for use in AI-powered retrieval and knowledge-management systems.
- Build and test legal AI workflows using large language models, RAG, APIs, automation, and structured data.
- Evaluate AI-generated outputs for accuracy, source support, consistency, and potential errors before human review.
- Translate detailed legal and business requirements into organized technical workflows while maintaining a strong focus on confidentiality, documentation, and accuracy.

LEGAL OPERATIONS | ADMINISTRATION | MARKETING | EVENT COORDINATOR

León Cosgrove Jiménez, LLP | 2026

Contact Founder Scott Cosgrove for references. Request his contact details.

- Managed multi-line phone systems, routed calls, took detailed messages, and supported timely communication between clients, attorneys, and staff.
- Coordinated conference room scheduling, meeting preparation (IT), visitor access, deliveries, certified mail, and daily reception operations.
- Handled confidential legal documents, client information, mail, scanning, printing, and administrative requests with accuracy and discretion.
- Assisted attorneys, paralegals, accounting and administrative staff with daily office support and document-related tasks.
- Supported client intake by collecting basic information, directing inquiries, and escalating urgent matters appropriately.
- Set up office workstations and conference rooms by installing and testing monitors, docking stations, peripherals, cameras, microphones, speakers, and connectivity equipment to ensure smooth daily operations and meetings.
- Purchased, tracked, and restocked office supplies, kitchen supplies, and conference room materials to support daily office operations and staff needs.
- Designed professional PowerPoint presentations for a firm partner by recreating slides from reference images and matching the original layout, formatting, and visual design with accuracy.
- Assisted with preparing trial binders, exhibits, and case materials for hearings, depositions, and trial preparation.
- Assisted with matter-opening procedures, conflict checks, OFAC searches, and prospective - client research while handling sensitive information with discretion.
- Supported with event preparation, and other marketing and administrative projects.
- Coordinated visitor access, notified appropriate personnel of guest arrivals, and assisted clients with parking validation and general office inquiries.
- Manage client intake, engagement letters, conflict checks, and matter opening.



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- Prepare legal correspondence, notices, proposed orders, and routine pleadings.
- Assisted with filing documents.
- Coordinate meetings for attorneys and managed calendars to help ensure all deadlines and obligations are met.
- Communicate with clients, courts, opposing counsel, vendors, and third parties, routing inquiries to the appropriate attorney.
- Assist attorneys and the accounting department with time entries and client billing.

SHOPIFY PARTNER | AI ENGINEER

Shopify | 2020 - 2026

- Designed, configured, and programmed e-commerce storefronts using Liquid, HTML, and CSS for multiple client stores. Created UX/UI mockups and full website designs focused on conversion and usability.
- Sold fully customized e-commerce store builds to multiple clients and delivered end-to-end implementation.
- Built AI-powered chatbots and multilingual voice systems to handle customer inquiries, generate reports, and support data analysis. Reduce support tickets by 70% and automated 200 interactions per day - including after hours calls.
- Integrated AI systems with scheduling and CRM tools to log call summaries, automate follow-ups, and reduce missed calls.
- Improved response times and ensured consistent, professional client communication while maintaining confidentiality and data accuracy.

DEPLOYMENT SPECIALIST | CUSTOMER SERVICE | TECHNICAL SUPPORT

AUTOMATION | DATA ENTRY AI ENGINEER

Magaya Corporation | 2020

Letter of Recommendation from Manager Yoel Rodriguez. Request the letter.

- Led data migration initiatives and software installations across systems, ensuring data integrity and minimal downtime.
- Developed and deployed scripts to automate repetitive operations and business workflows and reduce manual effort. Reduced manual processing time by approximately 30% through automation.
- Supported cloud migration and system upgrades.
- Provided technical support and customer-facing assistance while automating multiple business processes to improve efficiency and reliability.
- Sold implementation services training programs to logistics, warehouse, and 3PLS/4PLS business owners, supporting onboarding and operational adoption. Achieved a 20%+ conversion rate.

FLUTE INSTRUMENTALIST

Charles Calello Orchestra | Jan 2019 – Aug 2019

- Performed as a flutist with the Charles Calello Orchestra under the direction of **Grammy-nominated arranger, composer, and conductor Charles Calello.**
- Collaborated with professional musicians in rehearsals and live performances requiring precision, preparation, and strong attention to detail.
- Developed advanced skills in teamwork, discipline, punctuality, preparation, discretion, and conduct, adaptability, and performance under pressure.
- Worked within strict rehearsal and performance schedules, meeting preparation deadlines and maintaining a high level of reliability.
- Responded quickly to revisions, corrections, and direction while maintaining accuracy under pressure.
- Managed multiple pieces, performance requirements, and rehearsal priorities simultaneously, drawing on music conservatory training and a Minor in Music from FIU.
- Reviewed detailed musical scores and followed complex written and verbal instructions with precision, ensuring accurate execution and consistency during rehearsals and performances.

TREASURER | E-BOARD MEMBER | EVENT COORDINATOR

UPE(initFIU)- FIU | 2017

- Managed funding allocation processes for UPE workshops and events, submitting requests for food, materials, and branded merchandise.
- Automated data entry and documentation in OrgSync, improving accuracy and efficiency of funding submissions.
- Created and maintained event budgets with risk management considerations to ensure compliance and cost control.
- Automated the data entry to Trello to plan, organize, and coordinate workshops and social activities. Reduced administrative processing time by 70%



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MUSIC INSTRUCTOR FOR AUTISTIC CHILDREN

Abart Academy - Volunteer | September 2017 – November 2020

- Provided individualized piano and flute instruction to children with autism, adapting communication and teaching methods to each student's needs.
- Communicated clearly and professionally with students and parents, explaining detailed information with patience, discretion, and professionalism.
- Reviewed individualized learning plans and instructional materials and followed detailed written and verbal requirements with accuracy.
- Maintained organized lesson plans, student progress information, schedules, and instructional materials. Managed multiple students, lessons, and priorities while maintaining accuracy, consistency, and timely preparation.
- Demonstrated strong attention to detail, active listening, problem-solving, and adaptability in a structured professional environment.
- Maintained confidentiality and exercised discretion when handling student and family information.

ROBOTICS AUTOMATION DEVELOPER | AI ENGINEER

NextEra Energy | 2017

- Built and optimized AI-powered automation solutions using UiPath and multiple programming languages to automate system workflows and operational processes (SAP, TAXI).
- Monitored automation performance, resolved errors, and improved efficiency through workflow optimization and system integrations, contributing to reduced manual workload and improved business operations.
- Implemented validation and error-handling logic to ensure data accuracy and system reliability.
- **Certification:** Introduction to Agile Methodologies.

IT FIU TUTOR

FIU | 2016

Contact Michael Robinson for references. Request his contact details.

- Tutored university students in Python, Java, SQL, Networking, Operating Systems, and Web Development at FIU's Hardware Lab, translating complex technical concepts into clear, practical guidance while preparing students for academic assessments and CompTIA A+ certification exams.

CUSTOMER SERVICE & MARKETING | EVENT COORDINATOR

Baptist Health South Florida | 2013-2015

Contact Yanilia Santos for references. Request her contact details.

- Completed 500+ volunteer hours supporting hospital operations across pre-surgery, errand services, and multiple departments in a fast-paced healthcare environment.
- Provided professional customer service by assisting patients, visitors, and staff with directions, requests, and general support while maintaining a calm and friendly attitude. Supported departmental workflow by handling time-sensitive errands, transporting documents/items, and ensuring tasks were completed accurately and efficiently.
- Maintained confidentiality and professionalism while interacting with patients and medical staff in a hospital setting.
- Selected to **perform live flute music (including Phantom of the Opera Broadway pieces) at a Baptist Health employee event**, demonstrating confidence, teamwork, and strong communication skills. Recognized by hospital leadership for reliability, strong work ethic, and positive attitude while representing Baptist Health in public-facing areas.

CUSTOMER SERVICE & MARKETING | EVENT COORDINATOR

Florida National College/University | 2011-2012

- Completed 100+ volunteer hours supporting the university library help desk and assisting students, faculty, and visitors with general service needs. Supported departmental workflow by handling time-sensitive errands, transporting documents/items, and ensuring tasks were completed accurately and efficiently.
- Delivered front-desk customer service, answering questions, providing directions, and helping users navigate library resources in a professional and friendly manner. Assisted with administrative and organizational tasks, helping maintain an efficient and welcoming environment for students and staff.
- Personally invited by **university President Maria Regueiro to perform flute pieces at official university events**, showcasing professionalism, reliability, and strong presentation skills, contributing to campus cultural events and strengthening community engagement.