

# ALECIA MAXIMO

## Founder & AI Solutions Lead

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📍 Arlington, VA



## SUMMARY

Experienced AI Solutions Lead and Founder under with a strong track record of developing and deploying AI-powered solutions that optimize business operations. Skilled in workflow automation, content automation, digital marketing, and customer support integration. Proven expertise in AI chatbot development, lead generation, and appointment setting, driving client growth and operational efficiency. Adept at delivering omni-channel AI solutions across chat, voice, and text, and providing tailored strategies that align with clients' unique needs. Dedicated to empowering businesses through cutting-edge AI technologies to streamline operations and enhance market competitiveness.

## EXPERIENCE

### Founder & AI Solutions Lead

#### Maxi A.I

📅 08/2023 📍 Arlington, VA

- Developed AI-powered solutions for workflow automation, content automation, and customer support
- Implemented AI chatbots for websites and mobile apps, improving client service efficiency.
- Created AI-driven appointment setting and closing tools, boosting lead conversion rates.
- Led digital marketing services using AI for social media management, content creation, and marketing automation.
- Delivered omni-channel AI solutions across chat, voice, and text for customer service, lead generation, and calling operations.
- Tailored AI strategies to meet specific client needs, enhancing operational efficiency and competitiveness.

### Travel and Finance Analyst

#### MIL Corporation

📅 10/2022 - 02/2024 📍 Gaithersburg, MD

- Managed and optimized financial data and reporting, significantly enhancing the accuracy and reliability of financial statements
- Ensured meticulous documentation and timely escalation of customer issues within corporate financial systems (CFS and E2 Solutions), improving both customer service and operational efficiency
- Conducted in-depth operational analyses to identify inefficiencies and recommend strategic improvements.
- Collaborated with senior management to implement new business strategies, improving overall operational efficiency by 30%.

### Senior Corporate Travel Counselor

#### Longevity Consulting

📅 11/2021 - 04/2022 📍 Washington D.C

- Led strategy and transformation projects for clients across various industries, optimizing processes, reducing costs, and improving overall business performance.
- Developed personalized travel itineraries and ensured all arrangements aligned with client expectations.
- Utilized multiple information sources to generate data-driven recommendations and solutions for complex client challenges.
- Designed and implemented operational frameworks that increased efficiency by 25% and enhanced decision-making capabilities.

## TRAINING / COURSES

### Certificate- Coursera

AI & Machine Learning Specialization,

## SKILLS

### Business Development & Strategic Partnerships

AI/ML Tools: GPT-3, OpenAI, Scikit-Learn

AI Integration & Implementation

Content Creation & Optimization

Data Analysis Tools: Excel, Power BI, Tableau

AI Content Assessment & Feedback

Data Analysis: Excel, Power BI, Tableau

Lead Generation & Qualification

Digital Marketing Automation

## EDUCATION

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### Bachelors in Hospitality Managment

Algonquin College

📅 09/2013 - 05/2016 📍 Ottawa, Canada

- Major: Business Administration and Travel and Tourism
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### Certificate of Social Media and Digital Marketing

Entity Academy

📅 07/2020 - 09/2020 📍 Las Vegas, Remote