

ANGEL L. PINZON

Solutions Engineer · RPA and Supply Chain Automation · Reliable Business Workflows

Panama City, Panama · +507 6840-1127 · angelpinzon1706@gmail.com · apinzon.dev · linkedin.com/in/angel-pinzon-6715852a0 · github.com/AngelP17

PROFESSIONAL SUMMARY

Solutions Engineer with a Computer Engineering background building reliable RPA, supply chain automation, and operational workflows across business systems. Turns operational requirements into process maps, automation designs, test plans, exception rules, and documentation, then carries them through UAT, monitoring, and continuous improvement. Bilingual English and Spanish.

EXPERIENCE

Grainger, Solutions Engineer

Jul 2026 to Present · Panama City, Panama

- Support end-to-end design, development, testing, implementation, and operation of RPA solutions for supply chain and business workflows.
- Translate operational requirements into process maps, automation designs, test plans, exception-handling rules, and maintainable documentation.
- Perform application testing, coordinate UAT with business users, investigate defects, and resolve production incidents.
- Manage bot scheduling and control-room monitoring for automated processes.
- Coordinate automation environment changes and application dependencies with business, developer, and IT partners.
- Review automation candidates for process stability, business value, exception complexity, data readiness, and operational risk.
- Communicate implementation status, risks, defects, and support needs to stakeholders.

Wallner Expac, Inc., Systems Engineer

Jul 2025 to Jul 2026 · California, United States

- Supported production-critical infrastructure, applications, endpoints, and ERP-connected operations across manufacturing sites in California, Georgia, and Texas.
- Built internal workflow tooling and Python and SQL reporting that improved operational visibility.
- Coordinated incident response with operations leaders and vendors, and documented support procedures and recovery actions.

University of Arkansas, Teaching Assistant, First Year Engineering

Aug 2024 to May 2025

- Supported programming and engineering problem-solving for 130+ students personally within a First Year Engineering program serving 700+ students.
- Delivered a distributed Temporal Search Engine as the senior capstone, covering crawling, indexing, and retrieval services.

SELECTED CASE STUDIES

- **Praxis.** Designed an open proof protocol for deterministic, independently verifiable operational decision records with human attestation. Public repository and live demo. github.com/AngelP17/Praxis
- **Aether OpsCenter.** Incident intelligence and ticket orchestration with ranked work queues and replayable audit trails, on synthetic data. github.com/AngelP17/Aether-Ticketing
- **Vigil.** Incident intelligence over machine logs, maintenance tickets, and operator notes, with tamper-evident Merkle-DAG replay. github.com/AngelP17/Vigil

- **YieldOps.** Manufacturing yield and operations analysis with reproducible reporting on synthetic plant data. github.com/AngelP17/YieldOps
- **AetherRPA** (in progress, private). Independent enterprise RPA simulator covering business input, validation, decision logic, application automation, human approval, and reporting. Source repository is private, so evidence is documented rather than linked. Not a finished public product.

DELIVERY CAPABILITIES

Capabilities: Automation Design, Process Analysis, Testing and UAT, Integrations and Data, Production Operations, Stakeholder Communication

Automation: RPA lifecycle, Robot Framework, Playwright, exception handling, idempotent retries, work queues, human approval gates, control-room operations

Engineering: Python, SQL, REST APIs, PostgreSQL, TypeScript, React, Docker, CI/CD, Prefect, Git and GitHub, Linux, Windows infrastructure

Languages: English (Professional), Spanish (Native)

EDUCATION AND CREDENTIALS

- B.S. Computer Engineering, University of Arkansas
- Featured credentials: Databricks AI Agent Fundamentals · Anthropic Model Context Protocol Advanced Topics · DataCamp AI Engineer for Developers Associate · GitHub Foundations · Docker Foundations · PagerDuty DevOps
- Also holds Databricks Fundamentals plus additional data, cloud, and cybersecurity certifications.