RODOLFO "RUDY" ZOLEZZI

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Director of Operations | AI-Enabled Operations, Process Redesign and Cost Reduction

SUMMARY

Operations leader who rebuilds how work gets done with AI and automation. Runs operations, staffing, vendors, systems and reporting for a workers' compensation and insurance evaluation practice. Doubled exam volume and revenue year over year with zero added headcount, and avoided or cut ~$240K a year in costs. Builds the AI tools personally, with all claimant data kept in a 100% air-gapped environment. 7+ years of enterprise systems, data and product delivery at Texas Instruments, Southwest Airlines and American Tire Distributors. Bilingual (English, Spanish).

SKILLS

Operations Leadership: operations strategy, process redesign, staffing, vendor management and escalation, cost reduction, key performance indicator (KPI) reporting, executive reporting, policies and procedures

Regulated Operations: workers' compensation, independent medical examinations (IMEs) and designated doctor exams, medical billing (CMS-1500), denial appeals, HIPAA, business associate agreements (BAAs), data residency (Texas Senate Bill 1188), cybersecurity program

AI and Automation: Claude (including Claude Code), ChatGPT, Gemini, Grok, open-weight large language models (LLMs), air-gapped AI, multi-agent systems, document automation, Python, Microsoft Graph API

Systems and Data: Microsoft 365 administration, SharePoint, Box, Linux, SAP enterprise resource planning (ERP), SQL, Oracle, Tableau

Delivery: Agile/Scrum, Jira, Confluence, user acceptance testing (UAT), release management, technical documentation

EXPERIENCE

Director of Operations

Nov 2024 - Present

Global Examination Services | Dallas, TX (hybrid)

Medical-legal evaluation practice performing workers' compensation and insurance evaluations (IMEs and designated doctor exams) for claimants across the US. Leads a team of four across intake, scheduling and case management; owns staffing, vendors, systems and reporting; personally builds every AI and automation system.

- Doubled monthly evaluation volume (~15-20 to ~35-40 exams) and doubled practice revenue year over year with zero added headcount, by redesigning intake, physician reporting, forms and billing around automation while lowering per-case workload for the team.
- Avoided or cut ~$240K a year in cost: ~$210K in salary costs avoided as automation absorbed a departed coordinator role and removed the need for a planned admin hire, plus $30K+ a year in software and subscriptions retired or replaced with internal tools.
- Rebuilt claimant intake as a capture-once digital process that generates every downstream case form, cutting intake from ~1 hour to under 15 minutes per claimant (~300+ staff hours a year) and virtually eliminating data-entry errors.
- Cut physician report prep from 1-2 hours to ~30 minutes (~20+ physician hours a month) with AI-assisted impairment-rating calculators and one-click report finalization.
- Automated billing work with two tools: a forms app that fills state workers' compensation forms and the CMS-1500 from finished reports (90 of 90 test cases passed, zero regressions), and an appeal letter builder that reconciles explanation of benefits (EOB) lines and cites the governing regulation for each denied code, cutting each letter from ~45 to ~10 minutes.
- Runs a live multi-agent "Chief of Staff" system: an orchestrator agent assigns and verifies work across six specialist agents, including market research, compliance, regulatory watch and vendor spend.
- Leads the policies-and-procedures and cybersecurity overhaul: keeps all claimant data in a 100% air-gapped environment, verified Microsoft 365 data residency against Texas Senate Bill 1188, and set up a weekly regulatory-change digest for staff.
- Manages vendors and escalations, including a telecom billing dispute taken to the carrier's executive office, and audited case-management data, finding ~94% of records missing structured carrier, employer and referral fields.
- Consolidated 10,000+ physician reports into a de-identified dataset of ~3,800 evaluations that supplied the data for the principal physician's two talks at a state psychiatric society meeting, and produced both conference decks.

Affiliated Ventures (run for the principal physician, concurrent)

- Managed a 32-unit duplex subdivision from land acquisition through build-out.
- Launched an 8+ unit short-term rental portfolio end to end: construction coordination, website, photography, and Airbnb and direct-booking listings.

Data and AI Project Consultant (Contract) Nov 2024 - Mar 2025

Terreas | Brownsville, TX (remote)

- Architected a relational database that consolidated 10+ disconnected spreadsheets and data sources into a single source of truth, and automated SQL reporting for 6+ recurring weekly and monthly reports, cutting manual prep time 60%+.
- Added an AI chatbot that lets staff query operational records in plain language, and trained 5 non-technical staff so the system stayed in daily use after handoff.

Senior Technology Analyst Feb 2023 - Nov 2024

Southwest Airlines | Dallas, TX

- Owned the car-booking product end to end, shipping 21+ releases (5 major) in 21 months across marketing, finance and business stakeholders; onboarded 5+ rental-car partners and eliminated recurring booking errors.
- Owned the requirements pipeline for content placement across mobile web, desktop and app on 25+ southwest.com pages, including the homepage, driving a 20% increase in user engagement.
- Set the documentation standard (process flows, how-to guides, best-practice manuals) that became the reference for web content deployment.

Product Manager Oct 2021 - Feb 2023

American Tire Distributors | Dallas, TX (remote)

- Cut defect rates 30% and release cycle time 50% leading enhancement delivery for an agile team; owned backlog priority across new capability, technical debt and defect fixes, plus the API product documentation.

Texas Instruments | Dallas, TX May 2017 - Oct 2021 (two promotions)

SAP Business Analyst Jan 2020 - Oct 2021

- Deployed customer freight-account capability (FedEx, UPS, DHL) to 100+ countries through API, electronic data interchange (EDI) and eCommerce on ti.com, delivering $1M in annual savings and a 35% gain in order-processing efficiency.
- Led enterprise resource planning (ERP) projects across manufacturing, logistics, supply chain and eCommerce, directing SAP development teams and moving ongoing support to an offshore organization.

Lead Business Analyst Jan 2019 - Jan 2020

- Led four business analysts converting 500+ manual test cases to automated Selenium coverage, and designed the testing process later adopted by multiple teams.

Database Administrator May 2017 - Jan 2019

- Built a document-extraction tool (Java Spring, PL/SQL) that turned unstructured documents into queryable data, an early form of intelligent document processing, and cut new-hire onboarding from 2 months to 2 days.

Earlier: Database Support Engineer, Istation, Dallas, TX | Jun 2016 - Feb 2017. Cut proposal prep time 50%, raised the acceptance rate 10%, and ran market-basket analysis across 50M+ records.

EDUCATION

M.S., Information Technology and Management (Business Intelligence and Data Analytics), University of Texas at Dallas, Naveen Jindal School of Management | Aug 2017

B.S., Information Technology and Management, Summa Cum Laude, University of Texas at Dallas | Dec 2016