
PETER VESPA

AI Operations and Workflow Automation

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PROFESSIONAL SUMMARY

Operations leader with nine years at Helen of Troy and experience supervising teams of up to 20. Builds AI-assisted workflows for quality assurance, reporting and regulatory research.

PROFESSIONAL EXPERIENCE

Compliance Operations & Data Support Specialist

Aug 2026 - Present

Roadshow Concepts | Contract via Upwork

- Built and operate a workflow for daily licensing assignments using AI agents, reusable SOPs, Google Drive helpers and an HTML tracker.
- Prepare licensing research briefs for events nationwide, combining ordinance citations, application links and written agency guidance gathered through authorized outreach.
- Verify official sources and jurisdiction boundaries, obtain written clerk confirmations, and personally approve outgoing messages; maintain separate outreach and filing statuses.

Helen of Troy

Nov 2016 - Dec 2025

Contact Center Supervisor | Progressed from frontline roles through team lead and supervisor

- Supervised up to 20 agents in a 40-agent operation supporting Honeywell, PUR, Vicks and Braun; handled hiring, staffing and seasonal planning, reporting directly to the director.
- Built a Microsoft Copilot QA workflow to score transcripts and draft coaching notes, reducing manual review time by about 40% while retaining human spot-checks.
- Automated productivity reporting and individualized feedback in Excel, cutting manual reporting work by approximately 95% and moving feedback from weekly to daily.
- Analyzed consumer reviews to uncover product-quality and safety concerns absent from support data; presented findings to marketing and engineering.
- Improved knowledge-base content, response templates and coaching, contributing to 12% lower average handle time and a 78 Net Promoter Score.

SELECTED AI PROJECTS

Independent projects | Jan 2026 - Present | Demos and workflows at petervespa.com

- **AI QA Scorer:** Built a transcript-scoring demo with a fixed rubric, evidence-linked findings and draft coaching notes.
- **ReviewSignal:** Built a dashboard organizing customer reviews into product-quality themes, recreating a process previously used at Helen of Troy.
- **n8n Email Triage:** Built an importable prototype that classifies messages, routes them by risk and drafts responses for human approval.

TECHNICAL SKILLS

Automation: Grok Bot, Claude, ChatGPT/Codex, Microsoft Copilot, n8n, Excel

Operations: Google Workspace, monday.com, Slack, SharePoint, Oracle Service Cloud, Kustomer

EDUCATION AND TRAINING

B.S. Business Administration | Salem State University

Applied AI training | OpenAI Academy and Anthropic Academy | 2026