

RACHEL BEECHAM

TECH OPERATIONS | AI ENABLEMENT | BUSINESS SYSTEMS

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PROFESSIONAL SUMMARY

Systems-minded operations professional combining years of business ownership and process improvement with formal AI software engineering training. Proven record of turning scattered work into repeatable systems, improving operational efficiency, and coordinating stakeholders across fast-moving environments. Builds practical AI-enabled software for real business problems and is developing hands-on skills in Python, JavaScript, TypeScript, SQL/SQLite, Git/GitHub, and LLM API integration. Targeting AI operations, technical operations, business systems, implementation, and workflow automation roles.

CORE SKILLS

AI & Business Systems • Tech Operations • Workflow Automation • Process Improvement • Business Operations • Systems Implementation • Operational Documentation • Data Organization • Cross-Functional Coordination • Stakeholder Communication • Customer Experience • Python • JavaScript • TypeScript • SQL / SQLite • Git & GitHub • LLM API Integration • Prompt Design

EDUCATION

Maestro College | B.S. in Computer Science - Business & AI | In Progress | GPA: 4.0

Embedded credential: A.A.S. in AI Software Engineering

Relevant coursework: Python Programming; JavaScript & TypeScript; Object-Oriented Programming; Data Structures & Algorithms; Software Engineering Principles | Current: Web Fundamentals

PROFESSIONAL EXPERIENCE

Sunnie Ray Digitals | Business Operations Lead / Owner 2024-Present

- Run all recurring business and content operations as sole operator - systems, workflows, scheduling, quality control, delivery, and customer experience.
- Reduced turnaround time by 30-40% by consolidating repeatable work into reusable templates, standardized processes, and streamlined systems.
- Standardized creation, review, and distribution into a single repeatable workflow, replacing ad hoc processes that produced inconsistent output.

Midwest Steel | Operations Support / Site Administration 2024-2025

- Coordinated documentation, logistics, supply orders, vendor communication, payroll support, and expense systems across multiple active construction sites.
- Improved onboarding efficiency by 25% by standardizing documentation and intake processes.
- Served as the primary communication link between field crews and leadership, keeping multi-site work aligned.

Dr. Chet Tharpe | Administrative Assistant (Remote) 2020-2022

- Managed multi-state licensing records, renewals, correspondence, and documentation workflows for a practice operating across several states.
- Cut processing delays by tracking case numbers, timelines, status, and follow-up deadlines on every active filing.

AJ Boutique | Founder & Business Operations Officer (Online & Retail) 2016-2021

- Generated more than \$500K in first-year sales as founder, running inventory, pricing, purchasing, vendor relationships, and daily operations across online and retail channels.
- Grew and maintained a private customer community of 15,000 members.
- Hired, trained, supervised, and scheduled a team of six employees.

PROJECTS

AI Customer Inquiry Organizer | Python, Streamlit, SQLite, LLM API Integration 2026

[Live Demo](#) · github.com/rbeecham1076/ai-customer-inquiry-organizer

- Built a Python application that uses a large language model to convert unstructured customer messages into structured support tasks, extracting category, priority, sentiment, order details, department routing, and a draft response.
- Designed a human-in-the-loop review workflow in which no AI output is final until a person edits and approves it, with prompt-level guardrails preventing the model from committing to refunds, replacements, or delivery dates.
- Implemented a validation layer that checks all model output against approved values before storage, and persisted records in SQLite with status tracking and a dashboard reporting queue totals by category and priority.