Robert Floyd Dugger · Automation Engineer, Contact Center Systems West Palm Beach, FL · rfditservices@gmail.com · LinkedIn · GitHub

Experience

Consumr Buzz — Data Administrator / Junior Data Analyst

Lake Worth, FL · March 2024 – present

Joined in sales and moved through scheduling and IT (telephony server administration and on-site support) into a data and automation role.

- Built Python/Selenium automation for Telesero dialer load balancing, eliminating a daily manual process
- Automated DNC compliance across Telesero, Convoso and Zoom
- Built and deployed five Chrome extensions used across the sales floor: auto-refresh, post-call auto-pause, automated lead creation in Convoso, agent/team sorting in Telesero, and report data extraction for Zoom and Convoso
- Built a CSV lead-processing pipeline covering raw data cleaning and targeted web scraping

Earlier roles

2021 – 2024 — Patient advocate (phone-based Medicare benefits support), retail shift lead, front desk, retail sales, freelance social media for a local business.

Selected projects

- **Telesero Admin Suite** — real-time dialer monitoring and automated configuration changes (case study)
- **DNC compliance automation** — scrubbing across multiple dialer platforms (case study)
- **DialerListPulse** — real-time list-performance analytics (project)
- **RFD_YT_Engine** — eight-domain YouTube pipeline with a 24-tool MCP server
- **OpenAgent** — repo-aware directives for AI coding agents, on PyPI

Skills

Python · Selenium · FastAPI · Flask · REST APIs · MCP · SQLite · scikit-learn · JavaScript (Chrome extensions) · Git · Google Cloud Run

Certifications and education

Google AI Professional Certificate (2026) · Troubleshooting and Debugging Techniques (2026) · Introduction to Git and GitHub (2026) · Google Data Analytics (2025) · Google AI Essentials (2024) · Google IT Support Professional Certificate (2024) · GED, Chattahoochee Technical College (2012)