MUHAMMAD SAVAIZ KHAN

Automation Engineer | Workflow Specialist | AI Integration Expert

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PROFESSIONAL SUMMARY

Highly accomplished Automation Engineer with specialized expertise in designing, developing, and deploying sophisticated automation solutions that transform business operations and drive organizational efficiency. Demonstrated excellence in leveraging cutting-edge platforms including Make.com, Zapier, N8N, Airtable, and Notion to architect end-to-end workflow automation systems that seamlessly integrate disparate business applications and processes.

Proven track record of successfully implementing complex CRM integrations, multi-source data extraction pipelines, AI-powered voice agent systems, and intelligent content management platforms. Expert in translating intricate business requirements into scalable, robust automation architectures that deliver measurable ROI through enhanced productivity, improved data accuracy, and streamlined operational workflows.

Strong technical foundation with a Bachelor's degree in Computer Science, complemented by hands-on experience in API development, database design, web scraping technologies, and artificial intelligence integration. Recognized for analytical problem-solving capabilities, attention to detail, and ability to deliver innovative automation solutions that align with strategic business objectives while maintaining system reliability and scalability.

CORE COMPETENCIES

- Enterprise Workflow Design & Process Automation (Make.com, Zapier, N8N)
- Advanced CRM Integration & Pipeline Management (Pipedrive, HubSpot, Google Contacts)
- Database Architecture & Automation Engineering (Airtable, Notion, Google Sheets)
- AI Voice Agent Development & Deployment (VAPI, Retell AI, Twilio)
- Multi-Source Data Extraction & Web Scraping Technologies (Apify, Custom APIs)
- RESTful API Development, Integration & Management
- Business Process Optimization & Digital Transformation
- Lead Generation, Qualification & Management Automation
- Intelligent Content Management & Publishing Automation
- System Integration & Data Synchronization Across Multiple Platforms
- Quality Assurance, Testing & Documentation (Postman, Git)

TECHNICAL EXPERTISE

Automation & Integration Platforms: Make.com (Advanced Scenarios, Error Handling, Custom Functions), Zapier (Multi-Step Zaps, Webhooks), N8N (Self-Hosted Workflows, Custom Nodes), IFTTT

Database & Information Management: Airtable (Complex Base Design, Automations, Scripts, Interfaces), Notion (Database Relations, Formulas, API Integration), Google Sheets (Apps Script, Advanced Formulas, Add-ons)

Customer Relationship Management: Pipedrive (Pipeline Automation, Custom Fields, Activity Management), Google Contacts (Bulk Operations, Sync), HubSpot (Workflows, Contact Management)

Artificial Intelligence & Voice Technologies: VAPI (Voice Agent Configuration, Custom Functions), Retell AI (Conversation Design, Integration), Twilio (Voice API, SMS, Phone Numbers), OpenAI API (GPT Models, Function Calling)

Web Scraping & Data Extraction: Apify (Actor Development, Data Pipelines), Google Maps API (Business Data Extraction), Facebook Graph API, Custom Web Scrapers, Data Cleaning & Enrichment Tools

No-Code/Low-Code Development: Softr (Custom Apps, Member Portals), Airtable Interfaces (Dashboard Design, User Permissions), Notion Templates & Databases

Communication & Collaboration Platforms: Telegram Bot API (Custom Bots, Inline Keyboards, Webhooks), Email Automation (SMTP, Templates, Sequences), Slack (App Development, Webhooks, Notifications)

Cloud Storage & File Management: Dropbox (API Integration, Automation), Google Drive (Apps Script, Permissions Management), File Organization Systems

Scheduling & Calendar Management: Cal.com (Booking Automation, Integrations), Google Calendar (API Integration, Event Management), Automated Reminder Systems

Programming & Development: JavaScript (ES6+, Node.js, Async/Await), Python (Data Processing, Automation Scripts), React.js (Hooks, State Management, Redux Toolkit), .NET Core (Web APIs, Entity Framework)

API Development & Testing: RESTful API Design, Webhook Configuration, Postman (Collections, Automated Testing, Environment Variables), API Authentication (OAuth, API Keys, JWT)

Development Tools & Version Control: Git (Branching, Merging, Pull Requests), GitHub (Repository Management, Actions), Visual Studio Code, Chrome DevTools

PROFESSIONAL EXPERIENCE

AUTOMATION ENGINEER — PRINTAM

August 2024 – November 2025 | Rawalpindi, Pakistan

Advanced CRM Integration & Lead Management Ecosystem

- Architected and deployed comprehensive multi-platform CRM integration system connecting Google Forms lead capture with Pipedrive CRM, enabling real-time lead processing, qualification, and distribution to sales teams
- Engineered sophisticated bidirectional synchronization workflows between Airtable and Pipedrive using Make.com, ensuring data consistency across platforms while maintaining complete audit trails of all modifications and updates
- Developed intelligent lead-to-deal conversion automation with configurable business logic, automatic stage progression, and dynamic field mapping based on lead source, industry, and qualification criteria
- Implemented advanced activity management system featuring automated task creation, follow-up scheduling, and email sequence triggering based on deal stage changes and customer interaction patterns

- Created seamless Google Contacts integration enabling automatic contact creation, enrichment, and synchronization across CRM platforms, with intelligent duplicate detection and merge capabilities
- Achieved 40% increase in sales team productivity through elimination of manual data entry, reduction of duplicate records by 95%, and streamlined lead handoff processes from marketing to sales teams

Intelligent Content Management & Multi-Channel Publishing Platform

- Designed and implemented end-to-end automated content creation pipeline leveraging OpenAI GPT models to generate publication-ready blog articles from topic keywords, including SEO optimization, meta descriptions, and compelling headlines
- Integrated AI-powered image generation system using DALL-E and Midjourney APIs to automatically create contextually relevant, high-quality featured images and in-content visuals matching article themes and topics
- Developed sophisticated multi-platform distribution automation publishing content simultaneously to WordPress, Medium, and company blog while adapting formatting, image sizes, and metadata for each platform's requirements
- Architected social media promotion system automatically generating platform-specific posts for LinkedIn, Twitter, Facebook, and Instagram with optimal posting times, hashtag strategies, and engagement tracking
- Reduced content creation and distribution workflow from 2 hours to 10 minutes (90% time savings), enabling publication of 15+ articles weekly while maintaining consistent quality and brand voice across all channels

Automated Data Extraction & Lead Intelligence Platform

- Engineered comprehensive multi-source data extraction infrastructure utilizing Apify actors to systematically gather business intelligence from Google Maps (location data, reviews, contact information), Facebook Marketplace (competitive pricing, product trends), and industry-specific directories
- Developed sophisticated data enrichment pipeline combining multiple API sources (Clearbit, Hunter.io, LinkedIn Sales Navigator) to augment basic lead information with comprehensive firmographic data, social profiles, technology stack insights, and decision-maker contact details
- Implemented advanced data quality management system featuring intelligent duplicate detection algorithms, email validation, phone number formatting, address standardization, and confidence scoring for each data point
- Created automated lead scoring and segmentation workflows analyzing firmographic attributes, online behavior signals, and engagement patterns to prioritize high-value prospects and route leads to appropriate sales representatives
- Established seamless CRM integration delivering cleaned, enriched, and segmented lead data directly into sales pipelines with automated campaign assignment and personalized outreach sequence initialization
- Generated 10,000+ qualified leads monthly with 95% data accuracy, resulting in 35% improvement in marketing campaign conversion rates and 50% reduction in cost per qualified lead through precision targeting

Airtable Enterprise Database Architecture & Automation Systems

- Architected complex relational database structures in Airtable supporting diverse business functions including project management, CRM, inventory tracking, content

calendars, and employee resource management with advanced linking, rollups, and formula fields
- Developed comprehensive automation ecosystem within Airtable utilizing native automations, JavaScript scripting blocks, and external integrations to handle complex business logic, conditional workflows, and multi-step processes
- Established bidirectional synchronization between Airtable and external platforms (Pipedrive, Google Sheets, Slack, email providers) using Make.com and Zapier, ensuring real-time data consistency and enabling cross-platform workflow automation
- Designed intuitive Airtable Interfaces featuring role-based dashboards, custom forms with conditional logic, kanban boards, timeline views, and automated reporting capabilities tailored to specific user personas and business requirements
- Created Softr-powered client portals and internal team applications connected to Airtable backends, providing secure, user-friendly interfaces for data submission, record management, and real-time collaboration without requiring database expertise
- Streamlined operations for 50+ team members across 8 departments, reducing time spent on data management by 60% while improving data accuracy from 75% to 98% through structured inputs and automated validation

AI-Powered Voice Agent Development & Conversational AI Systems

- Designed and deployed sophisticated AI voice agents using VAPI and Retell AI platforms, implementing natural language understanding, context-aware conversations, and dynamic response generation for customer service, lead qualification, and appointment scheduling scenarios
- Configured advanced inbound call handling systems featuring intelligent call routing, IVR menu navigation, customer identification via CRM lookup, and seamless escalation to human agents with complete conversation context transfer
- Developed outbound calling campaigns for lead follow-up, appointment reminders, payment collections, and customer satisfaction surveys with personalized conversation flows adapted to customer data, interaction history, and campaign objectives
- Integrated voice agents with Twilio communication infrastructure managing phone number provisioning, call recording, transcription services, SMS capabilities, and real-time call monitoring and analytics dashboards
- Established comprehensive CRM integration workflows using Make.com to automatically log call outcomes, update contact records, trigger follow-up actions, schedule callbacks, and sync conversation transcripts and sentiment analysis to Airtable and Pipedrive
- Achieved 24/7 customer availability, handled 500+ calls weekly with 85% successful resolution rate, reduced average handling time by 60%, and improved customer satisfaction scores by 25% while decreasing operational costs by 70% compared to traditional call center staffing

Notion Database Automation & Knowledge Management Systems

- Architected comprehensive task management system in Notion utilizing relational databases, advanced formulas, and automated workflows for task creation, assignment, priority calculation, deadline tracking, and status progression across multiple projects and teams
- Developed intelligent diary and journal management system featuring automated entry creation from multiple input sources (Telegram, email, voice notes), natural language processing for content extraction, automatic tagging, mood tracking, and searchable knowledge base

- Implemented sophisticated N8N workflow automation connecting Notion databases with external platforms including Google Calendar (event synchronization), Slack (notifications and updates), email (digest reports), and CRM systems (project tracking)
- Created Telegram bot interface enabling conversational interaction with Notion databases, allowing users to create, search, update, and delete entries through natural language commands without accessing the Notion interface directly
- Centralized knowledge management for 30+ team members, reduced time spent searching for information by 45%, improved project documentation completeness by 80%, and enabled seamless cross-functional collaboration through unified information architecture

Additional Automation & Integration Projects

Dropbox Advanced File Management Automation

- Engineered intelligent file organization system automatically categorizing uploaded documents by content type, metadata extraction, OCR text analysis, and routing to appropriate folder structures with standardized naming conventions
- Implemented automated backup workflows with incremental versioning, redundant storage across multiple cloud providers, scheduled archival to cold storage, and automated retention policy enforcement
- Developed secure file sharing automation with expiring links, password protection, access logging, and automated notification workflows for file updates, comments, and collaboration requests

Enterprise Email Marketing & Communication Automation

- Architected sophisticated email marketing automation platform featuring dynamic content personalization based on recipient data, behavior triggers, segment membership, and predictive engagement scoring
- Created multi-touch drip campaign sequences with conditional branching logic, A/B testing capabilities, automated send time optimization, and comprehensive analytics tracking open rates, click-through rates, and conversion attribution
- Implemented intelligent follow-up automation system analyzing recipient engagement patterns to automatically schedule optimal follow-up timing, adjust message content based on previous interactions, and escalate hot leads to sales teams

Cal.com Scheduling & Calendar Management Integration

- Developed comprehensive appointment scheduling automation integrating Cal.com booking platform with Google Calendar, Zoom video conferencing, CRM systems, and automated reminder workflows
- Implemented intelligent availability management considering multiple calendars, team member schedules, buffer times, and business hour constraints with automatic conflict resolution and alternative time suggestions
- Created automated pre-meeting and post-meeting workflows including confirmation emails, preparation materials distribution, meeting link delivery, reminder notifications, no-show follow-ups, and feedback collection surveys

API Testing & Quality Assurance Framework

- Established comprehensive API testing framework using Postman with extensive test collections covering endpoint functionality, authentication flows, error handling, data validation, and performance benchmarking

- Implemented automated test execution pipelines with environment-specific configurations, pre-request scripts for dynamic data generation, and post-response assertions validating status codes, response schemas, and business logic
- Developed documentation automation generating API reference materials from Postman collections, maintaining version control for API specifications, and creating interactive documentation portals for development teams

Data Transformation & Integration Pipelines

- Architected standardized data transformation pipelines converting data between disparate formats (JSON, XML, CSV, database schemas) with field mapping, data type conversion, validation rules, and error handling
- Implemented ETL (Extract, Transform, Load) processes automating data migration between legacy systems and modern platforms while ensuring data integrity, handling incremental updates, and maintaining referential relationships
- Created input validation and output formatting automation ensuring consistent data quality, standardized outputs across integrations, and automated error reporting with detailed logs for troubleshooting and audit purposes

EDUCATION

Bachelor of Science in Computer Science (BSCS)

National University of Modern Languages (NUML) | Rawalpindi, Pakistan | *2020 – 2024*

- Comprehensive curriculum covering software engineering, database management systems, algorithms, data structures, web technologies, and artificial intelligence
- Specialized coursework in automation technologies, API development, cloud computing, and enterprise system integration

Intermediate in Computer Science (ICS)

F.G. Sir Syed College | Rawalpindi, Pakistan | *2018 – 2020*

- Focused studies in computer science fundamentals, programming languages, mathematics, and physics

Matriculation (Secondary School Certificate)

Govt Boys High School Dhama Syedan | Rawalpindi, Pakistan | *2018*

- Strong foundation in science, mathematics, and computer studies

ACADEMIC & DEVELOPMENT PROJECTS

Learning Management System (LMS) for Madaris

Final Year Project (Capstone) | **Team Lead & Full-Stack Developer**

Technology Stack: React.js, Bootstrap, SCSS, React Query, Redux Toolkit, React Router, .NET Core, Entity Framework, SQL Server, RESTful APIs

- Architected and developed comprehensive three-portal Learning Management System specifically designed for Islamic educational institutions (Madaris) supporting Admin, Teacher, and Student roles with distinct interfaces and permissions
- Implemented advanced course management features including curriculum planning, lesson scheduling, resource library management, assignment distribution, and automated grading workflows

- Developed real-time attendance tracking system with biometric integration support, automated absence notifications, and comprehensive attendance analytics and reporting dashboards
- Created sophisticated student performance tracking and analysis module featuring gradebook management, progress monitoring, personalized learning recommendations, and parent communication portals
- Integrated multilingual support (English, Urdu, Arabic) with right-to-left text rendering, Islamic calendar integration, prayer time notifications, and specialized features for Quranic education management

Library Management System

Visual Programming Course Project

Technology Stack: HTML, CSS, JavaScript, .NET Framework, C#, SQL Server

- Developed complete library management system featuring book cataloging with ISBN lookup, category management, author databases, and publication tracking
- Implemented member management module with registration workflows, membership tier system, fine calculation, and borrowing history tracking
- Created borrowing and return tracking system with due date management, automated reminder notifications, overdue fine calculations, and reservation queuing

Transit Visa Processing System

Advanced Object-Oriented Programming Course Project

Technology Stack: Java, JavaFX, MySQL, HTML, CSS, JavaScript

- Engineered visa application processing platform with multi-step form workflows, document upload functionality, and application status tracking
- Implemented secure user authentication and authorization system with role-based access control for applicants, reviewing officers, and administrators
- Developed document management module with file validation, secure storage, version control, and automated verification workflows

Doctor Appointment Booking System

Web Development Course Project

Technology Stack: HTML5, CSS3, JavaScript, Bootstrap

- Created responsive online appointment booking system for medical practices with calendar integration and time slot management
- Implemented patient registration portal with medical history forms, insurance information collection, and appointment confirmation workflows
- Developed doctor availability management interface with schedule configuration, buffer time settings, and automated reminder email system

KEY ACHIEVEMENTS & IMPACT METRICS

- Process Efficiency: Eliminated 90% of manual data entry tasks across CRM and database management systems, saving 120+ hours monthly in administrative work
- Lead Quality & Conversion: Improved lead conversion rates by 35% through intelligent data enrichment, automated lead scoring, and precision targeting capabilities
- Sales Productivity: Increased sales team productivity by 40% through automated contact management, activity tracking, and intelligent follow-up systems

- Data Accuracy: Reduced data entry errors by 95% and improved overall data quality from 75% to 98% through automated validation and standardization workflows
- Content Production: Accelerated content creation and publishing from 2 hours to 10 minutes per article, enabling 6x increase in content output while maintaining quality
- Lead Generation: Generated 10,000+ qualified leads monthly with 95% data accuracy, reducing cost per qualified lead by 50% through automated extraction and enrichment
- Customer Service: Achieved 24/7 customer availability with AI voice agents handling 500+ calls weekly, reducing operational costs by 70% compared to traditional staffing
- Information Retrieval: Reduced time spent searching for information by 45% and improved project documentation completeness by 80% through centralized knowledge management
- Automation Portfolio: Successfully designed, deployed, and maintained 50+ production automation workflows across multiple business functions and platforms
- Customer Satisfaction: Improved customer satisfaction scores by 25% through faster response times, consistent service quality, and personalized automated communications

PROFESSIONAL ATTRIBUTES

- Analytical Problem-Solving: Exceptional ability to deconstruct complex business challenges, identify automation opportunities, and design elegant technical solutions aligned with organizational objectives
- Systems Thinking: Comprehensive understanding of enterprise technology ecosystems, data flows, integration patterns, and interdependencies across multiple platforms and business processes
- Continuous Learning: Proactive approach to staying current with emerging automation technologies, platform updates, best practices, and industry trends through ongoing research and experimentation
- Documentation & Communication: Strong technical writing skills producing comprehensive documentation, workflow diagrams, user guides, and training materials for diverse audiences
- Project Management: Effective at managing multiple automation projects simultaneously, prioritizing tasks, meeting deadlines, and delivering solutions that exceed stakeholder expectations
- Attention to Detail: Meticulous approach to error handling, edge case consideration, data validation, and quality assurance ensuring robust, reliable automation systems

LANGUAGES

- English — Fluent (Professional Working Proficiency)
- Urdu — Native (Full Professional Proficiency)

PROFESSIONAL INTERESTS

- Artificial Intelligence & Machine Learning: Exploring applications of AI in business automation, natural language processing, and predictive analytics
- No-Code/Low-Code Movement: Advancing democratization of automation capabilities and empowering non-technical users through intuitive platforms
- Integration Architecture: Studying enterprise integration patterns, API design principles, and emerging standards in system interoperability
- Process Optimization: Researching methodologies for business process reengineering, workflow optimization, and operational excellence