KARL JHUNZ C. GONZALES

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Summary

I am a Computer Engineer / Automation Specialist who transforms business problems into automated solutions. I design workflows that save time, cut manual work, and improve data accuracy, and build dashboards and integrations with tools like Airtable and Pipedrive CRM to deliver real-time insights and smoother operations. Skilled in Python, n8n, Make, and Microsoft tools, with clear communication that bridges technical details and business needs. Passionate about leveraging technology to optimize processes, boost efficiency, and deliver scalable solutions in business and engineering environments.

Experience

Automation Specialist
Self Employed
March - Present

- Developed CRM automation workflows for lead tracking, deal management, and **streamlining sales and operations processes** using n8n, Hubspot, Google Sheet, and Gmail API.

- Built Lead Generation automations to manage outreach, qualification, and follow-ups, improving pipeline efficiency and client engagement using Make and Pipedrive CRM. Ables my client to generate up to **500+ leads** per month

- **Addressed slow response challenges** with Customer Support automations using n8n, integrating AI chatbots, ticketing systems, and escalation workflows to improve customer satisfaction.

- Created a Database Chatbot using RAG and Pinecone for document-based Q&A and knowledge retrieval, enhancing knowledge accessibility and customer interactions.

IT Support Intern
R2 Group of Exclusive Brands
February - July 2025

- Provided L1 and L2 Support for over 200+ stores, and delivered IT Support that minimized system downtime for all departments, ensuring smooth operations and improved team productivity

Education

BS in Computer Engineering
Technological University of the Philippines - Visayas 2021–2025
- Thesis: Heat stress monitoring & cooling system for poultry houses
- PacketHacks Region VI – Finalist

Skills

Automation Tools: n8n, Power Automate, and Make (Integromat)

AI Tools: OpenAI API (GPT-4/5), Claude, Gemini, LangChain, LlamaIndex, Hugging Face, RAG (Retrieval-Augmented Generation), Vector Databases (Pinecone), Retell, and VAPI, Google ADK, CrewAI

Data: SQL, REST APIs, Webhooks, JSON, Data Parsing & Transformation

CRM: HubSpot, Airtable, Notion, ClickUp, Google Workspace, Workflow Optimization

Others

Awards: PacketHacks R6 Hackaton : Finalist
            Google DevFest 2023

Certification: BOSH SO2