

ROLAND HUANG

Workflow and Automations Engineer

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SUMMARY

Automation engineer building AI-powered document pipelines, custom Intercom integrations, and multi-system workflows across the Google ecosystem — connecting platforms like WHMCS, Asana, and Slack through Zapier, n8n, and custom Node.js services on GCP.

PROFESSIONAL EXPERIENCE

Workflow and Automations Engineer

2024 – Present

itGenius — Australian managed IT services provider specializing in Google Workspace

- Built a custom **Intercom Inbox sidebar app (Node.js, Express, GCP Cloud Run)** that displays real-time WHMCS billing data directly in the agent workspace, eliminating tab-switching for a 10-person support team
- Designed a **40-step dual-AI document processing pipeline (Zapier + Gemini + OpenAI)** that processes 20–30 documents per week — extracting structured data, auto-renaming files, and filing them into the correct Drive folders
- Deployed an **AI escalation system** that monitors all Intercom conversations using **Gemini** classification, auto-creates Asana tasks for urgent issues, and sends real-time Google Chat alerts — replacing manual triage
- Automated meeting notes across a **7-zap pipeline**: recordings transcribed, summarized by AI, formatted via **Apps Script**, and distributed to Slack — eliminating manual note-taking for a 10-person team
- Built a **Google Workspace audit report generator (multi-file Apps Script)** with custom UI dialog, risk-level color coding, SPF/DKIM/DMARC analysis, and one-click PDF generation with email delivery

Automations Developer

Oct 2025 – Dec 2025

Freelance Contract — Hawaii-based wellness and meditation startup

- Built an automated pipeline to sync website leads directly with Xero, connecting form submissions to client accounting with zero manual data entry for a 3-person team
- Created a lead tracking dashboard that pulls form submissions into visual reports, enabling the founder to analyze conversion trends and lead quality at a glance

SKILLS

Workflow & Process Automation	AI Integration (Gemini, OpenAI)
API Integration & REST APIs	Technical Documentation & SOPs
Intelligent Document Processing	Systems Architecture
Data Visualization & Analytics	Quality Assurance & Validation

TOOLS & PLATFORMS

JavaScript Node.js Python PHP Google Apps Script Docker GCP Cloud Run Zapier n8n Make Intercom WHMCS Asana Slack Google Workspace APIs Claude Code Cursor

EDUCATION

Bachelor of Science in Computer Science

2024

Notre Dame University