

# ROLAND HUANG

## Workflow and Automations Engineer

General Santos City, Philippines | rolandbonhuang@gmail.com | GitHub | LinkedIn | Portfolio

### 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

July 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

Notre Dame University

2024