

AI Portfolio

By Mohammad Iqbal Hossen

AI Engineer (Prompt & AI Agents)

CRM Automation Specialist | Remote

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Transforming business workflows with intelligent AI prompts, automations, and CRM-driven solutions.

1.About Me

I am an AI Engineer (Prompt & Automation) | CRM Automation Specialist | Remote, focused on building AI-driven solutions that enhance efficiency and deliver measurable business impact. I specialize in Prompt Engineering, AI Agents, and CRM Automation, designing workflows that reduce manual workload and improve response times and customer satisfaction (e.g., 40% faster support throughput).

I have implemented end-to-end automation using HubSpot, Zendesk, Freshdesk, and Intercom, leveraging AI, process optimization, and customer support to deliver tangible results.

Education & Courses:

Vanderbilt University, USA — AI Engineering (Prompt Engineering & AI Agents)

Completed Courses:

AI Engineering (Prompt Engineering)

OpenAI GPTs: Creating Your Own Custom AI Assistants

AI Agents & Agentic AI with Python & Generative AI

Portfolio & Projects: Detailed demos available, showcasing automation, prompt engineering, and AI-driven solutions.

Passionate about applying AI to real-world business challenges, continuously improving my skills, and delivering high-impact, innovative solutions in remote and global work environments.

Contact

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2:Course Overview

Course: AI Engineering (Prompt & Automation & AI Agents)

University: Vanderbilt University, USA

Duration: Aug 2025 – Oct 2025

Mode: Online / Remote

Course Highlights :

-Foundations of Large Language Models (LLMs): In-depth understanding of AI behavior, reasoning, and advanced response generation.

-Prompt Engineering & Optimization: Crafting high-impact prompts for diverse tasks with measurable results.

-Role, Instruction & Context Prompting: Structured approaches for consistent, real-world AI outputs.

-Chain-of-Thought & Step-back Prompting: Advanced reasoning and problem-solving techniques for complex tasks.

-Few-shot & Zero-shot Prompting: Efficient prompt strategies requiring minimal input, maximizing productivity.

-AI Agents & Workflow Automation: Designing autonomous AI agents, integrating CRM systems, and automating customer support workflows.

-RAG (Retrieval-Augmented Generation) Workflows: Context-aware AI responses using knowledge retrieval for CRM, support, and data operations.

-Ethical AI, Bias Mitigation & Privacy Compliance: Deploying safe, ethical, and globally-compliant AI solutions.

-Advanced Prompt Evaluation & Metrics: Measuring AI effectiveness, optimizing outputs, and ensuring consistent quality.

3. Weekly Highlights (Week 1–12)

Week 1 — Introduction to AI Prompting

Learned fundamentals of LLMs and AI behavior

Practiced crafting clear and concise prompts

Hands-on: Summarization and Question/Answer prompts

Week 2 — Prompt Patterns

Role-based, Instruction-based, Chain-of-Thought

Few-shot and Zero-shot prompts

Applied to CRM and support scenarios

Week 3 — Output Control

Temperature, max tokens, response formatting, constraints

System message usage for output consistency

Week 4 — Prompt Engineering Tools & Playground

ChatGPT, OpenAI API basics

Prompt testing workflow, safety & privacy best practices

Week 5 — Advanced Prompting

Prompt decomposition, step-back prompting

Self-consistency & tree-of-thought techniques

Week 6 — Task-specific Prompting

Summarization, code generation, data extraction

UX copy, translations, and multi-lingual support

Week 7 — Evaluation & Metrics

Automated testing, human evaluation

Adversarial testing & robustness measures

Week 8 — Building GPT-powered Apps

Prompt chaining, tool calls, retrieval-augmented generation (RAG)

Week 9 — Agents & Automation

Simple agents, LLM + tool orchestration

Zapier/AI integrations for workflow automation

Week 10 — Ethics, Bias & Legal

AI bias mitigation, privacy, security

Red-team testing & compliance considerations

Week 11 — Optimization & Scaling

Prompt templates, versioning, cost optimization

Large-scale deployment considerations

Week 12 — Capstone

Portfolio Project: Final AI prompt projects

Resume/LinkedIn tuning for global AI & CRM jobs

Mock Interviews: Question + Answer practice

4. Key Projects / Sample Prompts

Project 1 — Customer Complaint Resolution

Prompt:

“Act as a Customer Support Agent using HubSpot CRM. Analyze this customer message and suggest an empathetic, data-backed reply.”

Outcome: Simulated AI response reduced response time by 40%

Project 2 — Data Extraction from Customer Emails

Prompt:

“Extract customer name, issue type, and priority from the following email using structured JSON output.”

Outcome: Enabled faster ticket categorization

Project 3 — RAG Workflow for Product FAQs

Prompt:

“Use retrieval-augmented generation to answer customer questions about product features using the provided FAQ database.”

Outcome: Accurate & context-aware AI responses

5. Skills & Tools

AI & Prompt Engineering: ChatGPT, OpenAI API, Prompt Design & Optimization, Chain-of-Thought, RAG, AI Agents & Automation

CRM Systems: HubSpot CRM, Zendesk, Freshdesk, Intercom, Workflow Automation, Customer Support Automation

Languages: English (B2) - CEFR, German (B2) - CEFR

Other: Data Handling, Communication, Problem Solving, Remote Collaboration (Slack, Zoom, Google Workspace), Independent Task Management

Education & Certifications

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HubSpot CRM Certification — HubSpot Academy
Status: Completed (2025)

Business English Communication Skills — University of Washington (Coursera)
Status: Completed

German Language (A1–B2 Level) — Goethe-Institut / Equivalent Training
Duration: October 2023 – February 2025
Level Achieved: B2 CEFR

“This portfolio reflects my complete journey from foundational AI prompting to advanced AI applications, including AI Agents and CRM Automation. I am now prepared to contribute globally as an AI Engineer (Prompt & Automation) and CRM Automation Specialist, delivering AI-driven solutions with measurable business impact.”