

# 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**

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

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.”