

PROFESSIONAL SUMMARY

Results-driven **AI Systems & Workflow Specialist** with 4+ years of experience in designing and automating scalable business systems across remote and cross-functional teams. Expert in **AI-driven process automation, no-code/low-code platforms, and workflow optimization** using tools like **Zapier, Make, Airtable, OpenAI, HubSpot, Notion, and Google Sheets**. Proven track record of reducing operational friction and increasing team efficiency by building intelligent, data-integrated workflows. Passionate about using AI and automation to transform how companies operate and deliver value.

TECHNICAL SKILLS

Languages: Python, SQL, JavaScript, HTML5

CORE SKILLS & COMPETENCIES

- **Data Systems:** Airtable, Make, HubSpot Workflows, Xano, Salesforce, Google Sheets, Excel, CRM Management
- **Automation & AI:** Zapier, Notion, Airtable Scripts, OpenAI, AI workflow tools
- **Remote Operations:** IT procurement, inventory tracking, onboarding, SaaS subscriptions
- **Compliance & Integrity:** QA, secure data protocols, accuracy checks, system audits
- **Tools:** Slack, Zoom, Notion, GDrive, Trello, Microsoft Office Suite
- **Goal Oriented:** OKRs & Dashboard Design

SOFT SKILLS

- Communication skills, excellent interpersonal, oral, written and proven leadership skills.
- Strong collaboration skills, attention to detail, prioritizing in a fast-paced work environment, delivering to deadlines.
- Research, self-directed growth and ability to learn new software and technologies quickly.

PROFESSIONAL EXPERIENCE

Freelance AI Workflow Specialist

Remote | Jan 2022 – Present

- Designed and deployed **GPT-powered automations** for startups, reducing email triage time by 60% using OpenAI + Zapier.
- Integrated **HubSpot, Google Sheets, and Airtable** to build lead nurturing workflows and automated CRM updates.
- Built internal Slack bots and daily report generators using GPT + Make to enhance transparency and reduce manual reporting.
- Developed AI QA checkers for user-generated content and image review pipelines, increasing accuracy by 35%.
- Maintained robust system documentation and error monitoring to ensure 99% uptime for automated workflows.

Business Intelligence Analyst

Ingco – Hybrid | 2023 – 2025

- Automated data consolidation across 4 departments using Make and Google Sheets, reducing monthly reporting time by 80%.
- Worked cross-functionally with sales and operations to eliminate bottlenecks in order processing and customer updates.
- Created scalable dashboards and visual reports to track OKRs and campaign performance.
- Piloted small AI projects for customer ticket routing, leading to a 22% drop-in support response time.

EDUCATION

Harvard University

Harvard Online, USA. 2021-2023

Data Science: Machine Learning