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AI Automation Specialist

AI Automation Specialist with extensive experience designing, implementing, and optimizing AI-powered automation solutions for marketing, sales, and business workflows. Specialized in marketing automation, AI-driven workflow optimization, outreach automation, and automated sales pipeline development.

Advanced expertise in Instantly.ai for outreach automation, Make.com integrations with Claude and ChatGPT for AI-powered personalization, and automation platforms including Zapier, n8n, Make (Integromat), and Clay.com. Strong experience in lead generation and data extraction from Apollo and LinkedIn Sales Navigator using Apify.

Proven experience collaborating with teams across the United States, Canada, and Europe through Google Workspace and other collaborative platforms. Advanced expertise in agentic automation using Relevance AI and n8n, including integrations with Slack, Telegram, and X (Twitter).

Deep expertise in implementing AI solutions using the OpenAI API and Claude API for process automation, intelligent workflow orchestration, and business process optimization. Specialized in developing automated sales pipelines designed to improve operational efficiency, increase ROI, and accelerate lead conversion, alongside automated social media content and blog generation systems.

WORK EXPERIENCE

AI Automation Engineer At Wezom:

August 2025 - Present (Schaumburg, Illinois - Remote)

Wezom is an International IT company which specializes in custom software development, digital transformation, and AI-driven solutions for business.

Responsibilities:

- Engineered AI-powered automation workflows that streamlined business operations, eliminated repetitive manual processes, and improved overall workflow efficiency.

- Designed scalable automation architectures using n8n, Make.com, and Zapier to connect multiple applications and automate complex multi-step business processes.
- Built automated lead-generation and data-enrichment workflows to collect, process, qualify, and organize prospect information at scale. • Developed and maintained intelligent automation systems integrating AI models, business applications, APIs, databases, and third-party platforms.
- Integrated OpenAI and Claude APIs into automated workflows for intelligent content generation, data processing, personalization, classification, and business decision support.

Achievements:

- Improved team collaboration efficiency by 35% through integrated automation workflows, centralized processes, and streamlined information management.
- Developed automated reporting systems for tracking campaign performance, lead activity, workflow execution, and key business metrics.
- Reduced manual workload by automating repetitive data-processing, lead-management, reporting, and communication processes across business operations.
- Improved marketing workflow scalability through automated lead enrichment, AI-powered personalization, and multi-step outreach processes.
- Created reusable AI automation workflows that increased operational consistency and reduced dependency on manual task execution.

Tech Stack: Make.com (Integromat), n8n, Zapier, OpenAI API, Claude API, Clay.com, Instantly.ai, Apify, Apollo.

AI Automation Specialist at Bulk MRO Industrial Supply INC.

May 2024 - August 2025 (Wilmington, United States - Remote)

Bulk MRO is a supply chain company that uses data to improve B2B sales.

Responsibilities:

- Generated and enriched B2B prospect lists using LinkedIn Sales Navigator and PhantomBuster to support targeted outbound sales campaigns.
- Designed and implemented automated email outreach and lead-nurturing workflows using Instantly.ai, Zapier, and integrated CRM systems.
- Optimized sales and marketing processes by automating lead capture, qualification, enrichment, follow-up, and customer engagement workflows.
- Built custom integrations using Make.com and Zapier, connecting business applications through APIs, webhooks, and automated data-transfer workflows.

- Developed AI-powered personalization workflows using OpenAI API to create relevant messaging and improve the efficiency of large-scale outbound campaigns.
- Automated CRM workflows and lead-management processes to improve data consistency, reduce manual tasks, and accelerate sales-team operations.
- Created and maintained comprehensive automation documentation covering workflow architecture, integrations, processes, troubleshooting procedures, and system maintenance.

Achievements:

- Increased B2B sales by 35% through automated prospecting, lead nurturing, personalized outreach, and optimized sales workflows.
- Contributed to an increase in Monthly Recurring Revenue (MRR) of $1.3 million through scalable sales and marketing automation initiatives.
- Improved outbound campaign scalability by automating repetitive prospecting, enrichment, personalization, and follow-up activities.
- Reduced manual sales-operations workload by connecting lead-generation platforms, CRM systems, communication tools, and automation platforms.

Tech Stack: Make.com (Integromat), Zapier, OpenAI API, PhantomBuster, Linkedin Sales Navigator, Hubspot, Instantly.ai, Jira, Notion.

AI Automation Specialist at ServiceNow.

July 2023 - May 2024 (Santa Clara, California - Remote)

ServiceNow is a company that specialises in cloud-based digital workflow automation and enterprise service management, Technology Service Management (ITSM).

Responsibilities:

- Monitored and maintained automation system performance while managing Service Catalogs, workflow configurations, system updates, and operational requirements.
- Designed and implemented customized automated workflows to streamline business operations, reduce manual processes, and improve service delivery.
- Developed end-to-end automation pipelines for client and operational requirements, incorporating workflow logic, data processing, notifications, and automated task execution.
- Documented workflow architectures, automation processes, integrations, and system configurations to support maintainability and operational continuity.

- Integrated ServiceNow with third-party applications and external business systems through APIs, webhooks, and automated data-exchange workflows.
- Implemented AI-powered automation using OpenAI APIs to support intelligent content generation, data processing, personalization, and workflow decision-making.
- Built automated lead-generation and outreach workflows connecting prospecting platforms, CRM systems, and communication tools.

Achievements:

- Successfully developed and deployed fully operational automation workflows and pipelines supporting multiple clients, teams, and business operations.
- Increased adoption and engagement across targeted business processes through automated outreach campaigns and streamlined communication workflows.
- Improved operational efficiency by replacing repetitive manual tasks with scalable automated workflows and system integrations.
- Delivered interconnected automation solutions combining CRM, prospecting, AI, communication, and project-management platforms into unified business workflows.

Tech Stacks: Make.com (Integromat), Zapier, OpenAI APIs, Clay.com, Jira, Apify, Apollo, PhantomBuster, pipedrive, Instantly.ai, Linkedin Sales Navigator.