

M Adeel

AI Automation Engineer

Pakistan | Open to Remote Worldwide | hello.adeelbuilds@gmail.com | adeelbuilds.com | linkedin.com/in/adeel-m-ai

PROFESSIONAL SUMMARY

AI Automation Engineer focused on building reliable business workflows and agent systems across voice, CRM, scheduling, lead routing, approvals, content operations, and data synchronization. Hands-on with Make, Retell/Vapi, OpenAI, webhooks/APIs, Google Workspace, and CRM tools, with emphasis on structured logic, human-in-the-loop controls, fallback paths, testing, and maintainable handoff.

CORE AUTOMATION STACK

Make.com • Retell AI • Vapi • OpenAI • Agent Workflows • REST APIs & Webhooks • CRM Integrations • Lead Qualification • Scheduling & Routing • Human-in-the-Loop Approval • Prompt / Conversation Design • Testing & Fallback Logic

PROFESSIONAL EXPERIENCE

Independent AI Automation Engineer — Self-Employed / Client Projects

2022–Present

- Build end-to-end automations that connect AI agents with CRMs, calendars, Google Workspace, business forms, websites, and operational tools through Make, APIs, and webhooks.
- Implement conversational voice workflows with qualification logic, scheduling, transfer/escalation, retries, after-hours handling, data capture, and automated follow-up actions.
- Create multi-agent and approval-driven systems for research, operational tasks, content handoffs, reporting, and recurring workflows, with clear state transitions and human review points.
- Test workflow reliability, edge cases, routing rules, prompt behavior, and failure paths; document systems so clients can operate and extend them after handoff.

SELECTED AUTOMATIONS

Voice AI Qualification & Transfer Workflow | *Vapi / Retell · Make · CRM / Data*

Implemented call flows that gather structured qualification data, keep callers engaged during transfer attempts, record outcomes, and trigger fallback actions when a live handoff is unavailable.

Multi-Agent SEO & Content Operations | *AI Agents · Google Sheets/Docs · WordPress*

Built scheduled agent workflows with research, approval, content handoff, review statuses, and reusable trackers so automation progresses only when the required human approval state is present.

Website Lead Qualification Workflow | *Conversational AI · Make · Lead Pipeline*

Configured a multi-state website assistant that answers knowledge-base questions, qualifies project intent, collects lead details, and routes qualified prospects into the next business workflow.

TOOLS & PLATFORMS

Make.com • Retell AI • Vapi • OpenAI • OpenAI Agent Builder • GoHighLevel • Zoho CRM • Google Sheets • Google Docs • WordPress • REST APIs • Webhooks

EDUCATION

BS English — Virtual University of Pakistan

2026