

M Adeel

AI Solutions Engineer

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PROFESSIONAL SUMMARY

AI Solutions Engineer with hands-on experience translating business workflows into deployable AI systems across voice AI, multi-agent operations, CRM integrations, lead qualification, and workflow automation. Since 2022, delivering client-facing systems from discovery and technical scoping through architecture, implementation, testing, documentation, and handoff using Retell, Vapi, Make, OpenAI, Google Workspace, and CRM platforms.

CORE CAPABILITIES

Solution Discovery & Technical Scoping • AI System Architecture • Client-Facing Implementation • AI Agents & Voice AI • Workflow Automation • API & Webhook Integrations • CRM / Scheduling Integrations • Conversation Design • QA, Documentation & Handoff

PROFESSIONAL EXPERIENCE

Independent AI Automation & Solutions Engineer — Self-Employed / Client Projects 2022–Present

- Translate ambiguous business requirements into practical AI architectures, workflow maps, integration plans, and implementation scopes for small-business and operational use cases.
- Design and deploy AI systems spanning voice agents, multi-step automation, lead qualification, CRM synchronization, scheduling, approvals, reporting, and human escalation paths.
- Lead client delivery from discovery through configuration, testing, iteration, documentation, and handoff; prioritize maintainability, clear ownership, and safe fallback behavior.
- Delivered paid client systems across automotive, insurance, construction, and home-service workflows, adapting qualification, routing, scheduling, FAQs, and handoff logic to each business.
- Work across tools including Retell, Vapi, Make, OpenAI, Google Workspace, GoHighLevel, Zoho CRM, WordPress, webhooks, and REST APIs.

SELECTED SYSTEMS

Multi-Agent Business Operations System | *AI Agents · Automation · Google Workspace*

Designed an approval-first system coordinating research, SEO/content workflows, scheduled routines, Google Sheets/Docs handoffs, and WordPress-connected operations while keeping humans in the review loop.

AI Voice & CRM System | *Retell / Vapi · Make · CRM · Scheduling*

Built conversational workflows for call handling, lead qualification, appointment or next-step scheduling, CRM/data synchronization, warm transfer, fallback logic, and post-call automation.

Bilingual Dealership Automation | *Voice + Messaging · English/Spanish · Lead Routing*

Delivered English/Spanish customer flows for a dealership, including business-hours logic, after-hours handling, lead capture, and round-robin routing to sales representatives.

TOOLS & PLATFORMS

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

EDUCATION

BS English — Virtual University of Pakistan

2026