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SAWAB P

AI ENGINEER | FORWARD DEPLOYED AI ENGINEER | AI WORKFLOW AUTOMATION ARCHITECT

PROFESSIONAL SUMMARY

AI Engineer and automation architect with 4.5+ years of experience designing, building, deploying, and supporting LLM/RAG workflows, AI agents, business automation systems, and enterprise integrations in Dubai. Hands-on experience with OpenAI API, Python, FastAPI, n8n, Supabase/PostgreSQL, Docker, REST APIs, webhooks, WhatsApp/WABA, and CRM orchestration across insurance, automotive, HR tech, real estate, and service operations. Skilled in translating business needs into scalable technical solutions, from discovery and BRD/SRS documentation to UAT, deployment support, stakeholder demos, and production troubleshooting. Delivered 300+ automations, reducing manual workloads by up to 60% and improving operational turnaround by 40%.

CORE SKILLS

AI Agents | LLM Workflows | RAG Systems | Workflow Automation | Business Process Automation | Forward Deployed Engineering | AI Solution Architecture | API Integration | Python | FastAPI | n8n | CRM Automation | WhatsApp/WABA Automation | PostgreSQL | Supabase | Docker | Client-Facing Delivery | BRD/SRS | UAT | Stakeholder Management | Production Support

TECHNICAL SKILLS

- **AI / LLM Systems:** OpenAI API, ChatGPT, Claude, Gemini, LangChain, CrewAI, RAG, tool calling, prompt engineering, AI agents, contextual memory, AI evaluation, ElevenLabs, LLM workflow design
- **Backend & APIs:** Python, FastAPI, Node.js, JavaScript, REST APIs, webhooks, OAuth 2.0, Postman, API integrations, microservice-style workflow design
- **Databases & Vector Search:** PostgreSQL, Supabase, pgVector, Pinecone, Airtable, structured data models, reporting data flows, database-backed automation systems
- **Automation & Orchestration:** n8n, Make.com, Zapier, Kissflow, Latenode, Google Apps Script, Playwright, RPA-style workflow automation
- **Cloud & Deployment:** Docker, Docker Compose, Linux, Azure VM exposure, local servers, Apache/Nginx reverse proxy, SSL/TLS, scheduled jobs, production webhooks, environment setup
- **Business Systems:** Odoo, HubSpot, Pipedrive, ZohoCRM, Kissflow, Gupshup/WABA, WhatsApp Business API, CRM workflows, dashboards, reporting automations
- **Delivery & Documentation:** BRD, SRS, architecture diagrams, UAT coordination, deployment planning, client demos, stakeholder communication, training, AI governance patterns

EXPERIENCE

eData Information Management, Dubai – AI Architect / Forward Deployed AI Engineer

(Insurance Tech & AI Agents Divisions) | March 2025 - PRESENT

- Lead architecture and delivery for AI agent and insurance technology solutions, covering discovery, requirements gathering, solution design, BRD/SRS documentation, development coordination, UAT, deployment support, and client-facing demos.
- Designed and deployed an AI Customer Support Agent using OpenAI, n8n, WABA/Gupshup, webhooks, CRM integrations, and escalation logic to detect intents, collect documents, handle routine queries, and reduce manual workload by 60%.
- Built and enhanced AIVA, a multilingual AI virtual assistant for insurance support and motor-claims handling, including claim-intake flows, document collection, 48 hour follow up automation, feedback override handling, escalation workflows, and dashboard-ready interaction tracking.
- Developed WizHire AI, an AI recruitment platform automating job creation, resume ingestion, candidate screening, rubric based scoring, weighted ranking, candidate summaries, and database backed analysis tracking.
- Built Network Finder AI to locate in-network clinics, hospitals, and pharmacies based on customer coverage and geolocation logic, combining structured provider data, Google Places API, Geocoding API, and AI-assisted query interpretation.
- Created RPA style automation and analytics workflows combining triggers, APIs, dashboards, trend analysis, predictive logic, and reporting flows to identify operational patterns and support management decisions.

- Configured and supported production-facing automation infrastructure using Docker, Linux VMs, Azure VM exposure, reverse proxy routing, SSL/TLS, scheduled jobs, webhook endpoints, Supabase/PostgreSQL, and monitoring-friendly patterns.
- Worked with business, operations, support, product, engineering, and external client stakeholders to convert ambiguous operational problems into deployable AI and automation workflows.
- Advised on AI governance and data-security considerations, including controlled escalation paths, audit-friendly documentation, WhatsApp channel decisions, human-in-the-loop handling, and operational guardrails for AI responses.

ALBA CORP, Dubai – Software Developer (Workflow & AI Automations)

(Automotive, Real Estate & HR Tech Divisions) | November 2021 - February 2025

- Implemented enterprise-scale workflow automations across sales, HR, service operations, reporting, and internal support, converting manual processes into scalable, event-driven systems.
- Built a GPT-powered inventory chatbot that reduced internal support workload by 64 agent hours per week and improved access to vehicle inventory information.
- Created an AI outbound call agent capable of automating up to 5,000 calls per day using workflow automation and NLP-based prioritisation, equivalent to multiple full-time operational roles.
- Engineered AI call-review systems to analyse call transcripts, score agent performance, identify conversion patterns, and improve sales conversion by 20%.
- Integrated Odoo CRM with internal sales and operations systems, increasing lead visibility, data accuracy, and follow-up discipline by 30%.
- Automated vehicle inspection and repair workflows, reducing operational turnaround time by 40% through structured triggers, status updates, and cross-team visibility.
- Delivered 300+ Kissflow, Zapier, Make, Google Sheets, and API-based integrations, reducing redundant work and improving decision speed across departments.
- Collaborated with sales, operations, HR, service, and management teams to identify automation opportunities, gather requirements, document workflows, test solutions, and train users.

SELECTED AI & WORKFLOW SYSTEMS

- **AI Customer Support Agent – Insurance Operations:** Built an AI-powered customer support workflow using OpenAI, n8n, WABA/Gupshup, CRM integrations, webhooks, intent detection, document collection logic, and escalation workflows. Reduced routine manual support workload by 60%.
- **WizHire AI – Recruitment Intelligence Platform:** Developed an AI recruitment platform for job creation, resume ingestion, candidate screening, rubric-based scoring, weighted ranking, candidate summaries, and database-backed evaluation tracking.
- **AIVA – AI Virtual Assistant for Claims & Support:** Enhanced a multilingual insurance assistant for motor claims, support queries, claim-intake flows, follow-up automation, feedback override handling, escalation logic, and dashboard-ready reporting.
- **Network Finder AI – Healthcare Provider Search:** Built a coverage aware provider search system using structured healthcare network data, geolocation logic, Google Places/Geocoding APIs, and AI-assisted query handling.
- **AI Outbound Calling & Call QA System:** Created high-volume outbound calling automation and AI call-review workflows, including transcript analysis, performance scoring, pattern detection, and sales feedback insights.
- **LinkedIn Lead Generation Automation:** Automated LinkedIn lead generation using n8n, Supabase, scraping/enrichment workflows, filtering logic, deduplication, and automated email sequencing.

EDUCATION

Bachelor of Technology – SINGHANIA UNIVERSITY, India

CGPA - 7.5

CERTIFICATIONS

- **Agile with Atlassian Jira**
- **IBM Product Management: An Introduction – Coursera**
- **Google Automation with Python**
- **AWS Cloud Solutions Architect (Ongoing)**

ADDITIONAL INFORMATION

Languages: English (Fluent), Malayalam (Native), Tamil (Professional), Hindi (Professional)