

PEDRO B. LEGASPI II

AI Automation Specialist

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| Remote-Ready | Open to Full-Time / Part-Time

PROFESSIONAL SUMMARY

AI Automation Specialist with 8+ years in customer support, healthcare operations, and compliance, now building AI-powered workflow automation. Intermediate hands-on proficiency in n8n, Zapier, and Make.com, with a self-built portfolio spanning AI agents, retrieval-augmented generation (RAG) knowledge bases, CRM pipeline automation, and API/webhook integrations. Bachelor's background in Information Technology; uses AI coding assistants (Claude) to build and debug custom automation logic. Seeking a remote, full-time or part-time automation role.

CORE COMPETENCIES

Workflow Automation & Process Optimization • AI Agent Development • API & Webhook Integration • Retrieval-Augmented Generation (RAG) • CRM Pipeline Automation • Cross-Platform System Integration • AI-Assisted Development

TECHNICAL SKILLS

AI Automation Platforms: n8n, Zapier, Make.com (Intermediate) • GoHighLevel (Developing)

AI & LLM Technologies: Google Gemini, OpenAI (GPT), Cohere (Embeddings), OpenRouter, Claude (AI-assisted coding)

Programming: JavaScript (functional, AI-assisted development), JSON

APIs & Integrations: REST APIs, Webhooks, OAuth & API Key Configuration

Databases: Google Sheets, Supabase (pgvector), Airtable

Knowledge Base / RAG: Vector Embeddings, Automated Knowledge Base Syncing

Cloud Platforms: Google Cloud

AI AUTOMATION PROJECTS (PORTFOLIO)

RAG-Powered Customer Support Agent | *n8n • Supabase (pgvector) • Cohere • Gemini 2.5 Flash*

- Built an AI support agent that instantly answers company policy and FAQ questions using retrieval-augmented generation, reducing dependence on human agents for repetitive inquiries.
- Engineered a self-updating knowledge base that auto-re-indexes vector embeddings whenever a source document changes in Google Drive, eliminating manual re-uploading and keeping answers current.
- Implemented session memory so the agent retains conversational context across a chat session.

AI-Powered CRM Lead Engagement Pipeline | *Zapier • Asana • Gmail • Google Drive*

- Automated a 5-stage sales pipeline (Ready to Start → No Response → Quoted → Approved → Paid & Closed) triggered by Asana task updates, removing the need for manual lead tracking.
- Built delayed, multi-step follow-up email sequences to automatically re-engage non-responsive leads.
- Used AI to generate personalized welcome messages for newly approved leads.

AI Messenger Support Agent | *n8n • Google Gemini • Webhooks*

- Built a reusable, webhook-triggered AI agent that answers FAQ-style customer questions on Facebook Messenger from a connected knowledge base, designed to adapt to any business's FAQ data.

Automated Lead Enrichment & Routing | *Zapier • Apollo • Google Sheets • Slack*

- Built a lead qualification pipeline that enriches inbound form submissions via the Apollo API and auto-routes leads into High/Low priority tracks with tailored team notifications and AI-drafted outreach emails.

AI Content Repurposing Pipeline | *Zapier • AI Transcription & Content Generation*

- Automated the repurposing of uploaded video content into transcriptions and blog posts, then auto-published the content to Facebook Pages and LinkedIn.

Cross-Platform Financial Data Sync (Xero → Asana) | *Make.com • Google Sheets*

- Built an automated data pipeline connecting Asana task completions to Xero API calls, routing transaction data into Google Sheets and Asana attachments.

PROFESSIONAL EXPERIENCE

Customer Support Representative — Aventus LLC *Sept 2024 – Present*

- Manage approximately 60–65 customer inquiries daily via Zendesk across Shopify and Samcart order systems, handling cancellations, refunds, order tracking, and product FAQs.
- Adapted smoothly to a full transition from inbound phone support to email-only ticketing.

Healthcare Executive (Credentialing) — Omega Healthcare Management Inc. *2021 – 2023*

- Managed multi-step provider credentialing and verification with strict accuracy and documentation compliance.

Healthcare Benefits Specialist — Sitel Philippines *2017 – 2020*

- Processed high-volume, detail-critical healthcare benefits enrollment for a major U.S. airline's workforce.

Fraud Analyst — ResultsCX *2015 – 2017*

- Reviewed flagged financial transactions against compliance and risk criteria, applying rule-based decision logic.

EDUCATION

Bachelor's Degree in Information Technology — Our Lady of Fatima University