



Irvin John Parulan

AI AUTOMATION ENGINEER

Helping businesses improve operations through practical automation.

Manila, Philippines

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irvinparulan.com

PROFESSIONAL PROFILE

AI Automation Engineer with over a year of experience helping business owners simplify day-to-day operations by replacing manual, repetitive work with automation that saves time, reduces mistakes, and speeds up how quickly a business responds to its customers.

Before specializing in automation, I worked in customer support, technical support, e-commerce, sales, marketing, inventory management, supplier coordination, and business operations. Those experiences taught me where businesses actually lose time: repetitive administrative work, disconnected systems, and manual data entry.

Today I build with tools like n8n, Make, Zapier, and Claude, along with whichever CRM, scheduling, or data tool a client already relies on or client needs. But every project starts the same way: understanding how the business works before touching any technology.

View automation projects and case studies: irvinparulan.com

WHAT I HELP BUSINESSES WITH

- Replying to customer inquiries automatically, so nothing sits unanswered
- Following up with customers and leads without anyone having to remember to do it
- Keeping customer and order information updated across every system automatically
- Routing new leads to the right person the moment they come in
- Turning manual reports into documents that build and send themselves
- Removing repetitive data entry from day-to-day admin work
- Connecting the software a business already uses, so information moves on its own
- Scheduling and confirming appointments without back-and-forth messaging
- Building custom workflows around the client actually needs, whether that's a full business system or a one-off personal automation

Technologies: n8n • Make • Zapier • JavaScript • APIs • OpenAI • Claude • HubSpot • GoHighLevel • Slack • Asana • Google Workspace • and other tools

PROFESSIONAL EXPERIENCE

AI Automation Engineer — Self-Employed

Self-Employed • City of Manila, Philippines • Jun 2025 – Present

- Meet with business owners to understand day-to-day operations before recommending automation, identifying repetitive work and bottlenecks along the way.
- Help businesses, from startups to established organizations, simplify operations through practical automation.
- Design automation systems that reduce manual work across customer support, sales, operations, reporting, inventory management, scheduling, and internal workflows.
- Build reliable automation using n8n, Make.com, Zapier, JavaScript, APIs, OpenAI, Claude, Google Workspace, HubSpot, GoHighLevel, and other business software.
- Connect existing business applications so information moves automatically without employees repeatedly copying data between systems.
- Develop AI-assisted workflows that automatically respond to customer inquiries, qualify leads, process documents, update records, generate reports, and trigger business actions.
- Deploy automation built to stay reliable and easy to expand as the business grows.
- Deliver complete documentation, workflow walkthroughs, and implementation notes so clients understand how their automation works long after deployment.
- Provide ongoing optimization, maintenance, and support through optional retainer engagements when businesses need continuous improvements.
- Portfolio of automation projects, workflow demonstrations, and case studies available at irvinparulan.com

Account Associate — Technical Sales

VXI Global Solutions • Quezon City, Philippines • Jan 2025 – May 2025

- Resolved internet, cable, and phone service issues for Comcast customers, restoring service quickly while identifying relevant plan upgrades along the way.
- Handled billing adjustments, plan changes, and payment processing with a focus on solving the issue on first contact.
- Mentored new hires on case handling and contributed process improvements that reduced repeat contacts for the wider team.

Warehouse Encoder & IT Intern (Part-time)

RR Encabo Constructors Inc. · Quezon City, Philippines · Sep 2024 – Jan 2025

RR Encabo Constructors Inc. is a nationwide construction and engineering firm delivering large-scale infrastructure and building projects, including roadways, high-rise buildings, power and energy facilities, and structural steel fabrication.

- Managed warehouse inventory records across multiple sites, keeping supply, equipment, and material tracking accurate and up to date.
- Designed and built an automated inventory system using Google Forms, Google Sheets, and basic scripting, replacing paper-based tracking with a live, updateable system and cutting manual errors to nearly zero.
- Prepared compliance reports, conducted warehouse spot-checks, and coordinated urgent material requests directly with site managers.

 **Best Innovator Award** — for designing and implementing the warehouse inventory automation system.

E-Commerce Virtual Assistant

Pawfect Haven Supplies · Maryland, United States (Remote) · Jul 2024 – Nov 2024

- Monitored inventory and processed customer orders, coordinating with international suppliers to keep fulfillment on schedule.
- Managed customer inquiries and returns across email and live chat, and prepared monthly sales performance reports.
- Rewrote product listings with clearer copy and improved visuals, lifting product page click-through rates by 40%.

Digital Media & Content Specialist

Lunchbox Creatives · Manila, Philippines · Apr 2023 – Jun 2024

- Built branded templates and standardized content workflows to keep behind-the-scenes and artist-collaboration content consistent and repeatable.
- Coordinated short-form video production, captions, and a regular posting schedule across TikTok, Instagram, and Facebook.
- Grew TikTok organically, doubled engagement on Facebook and Instagram, and increased inbound inquiries from OPM artists.

Marketing Virtual Assistant

Brabus Marketing · Portland, United States (Remote) · Dec 2021 – Mar 2022

- Organized and maintained the lead database, scheduling consistent follow-ups and tracking campaign response rates.
- Qualified leads on Facebook and Instagram against the ideal customer profile before handing them to sales.
- Produced personalized video proposals combining client page recordings with sales messaging.

AUTOMATION PORTFOLIO

Explore live automation projects, workflow demonstrations, and real business solutions:

 irvinparulan.com

