

Jerryn Cheenical Joy

AI Automation Specialist

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Profile

AI Automation Specialist with 3+ years of experience in designing and implementing business process automations and AI-powered solutions. Experienced in transforming manual operations into scalable and production-ready workflows using n8n, Make.com, Zapier, and Microsoft Power Automate. Skilled in REST API integrations, webhooks, CRM systems, and Python-based scripting to deliver end-to-end process optimization across sales, marketing, and customer support. Hands-on experience building AI assistants using OpenAI, LangChain, RAG pipelines, and Voiceflow. Proven ability to collaborate cross-functionally and with stakeholders to deliver measurable improvements. Active builder applying emerging AI and automation tools through personal projects.

Work Experience

AI Product Owner

Feb 2024 – Present

Hyfindr GmbH | Stuttgart

AI Customer Support Assistant

- Developed an AI-powered customer support assistant in Voiceflow that automated 40% of inbound queries and reduced average response times by 70%.
- Monitored and analyzed performance reports (response accuracy, engagement rate) with stakeholders for continuous improvement.

AI-Powered Search Integration

- Built a Python and LangChain-based data extraction pipeline that used LLMs to parse technical datasheets, generate structured outputs, and store results in MySQL.
- Led a team of five on a project to develop an AI-powered search feature for the Hyfindr website, allowing supplier and product discovery using natural language.
- Coordinated sprint planning, backlog prioritization, and communication between stakeholders and the technical team to ensure timely delivery.
- Improved user traffic by 25% and product discovery satisfaction by 50% within three months.

AI Automation Specialist

Sep 2022 – Jan 2024

Hyfindr GmbH | Stuttgart

- Designed and implemented a fully automated sales and marketing workflow in Brevo CRM using Make.com and SnapADDY.
- Automated core sales stages, including deal creation, follow-up task generation, and pipeline tracking, reducing manual workload by 30%.
- Built internal and customer-facing automation workflows in n8n for invoice reminders, event notifications, and RFQ survey emails, improving operational efficiency.
- Customized Microsoft Dynamics 365 by creating custom entities, defining field mappings, and implementing workflow automations that meet business requirements.
- Migrated contacts, companies, deals and activity records from Microsoft Dynamics 365 to Brevo CRM, including structured data mapping, validation rules, and data integrity checks.
- Created documentation and supported internal teams in adopting automated workflows through workshops.

Personal Projects

Zero-Cost Lead Qualification Pipeline

Jun 2025

- Built a fully automated lead-qualification pipeline using free-tier tools (Make.com, Airtable, HubSpot) to collect, score, and route inbound leads.
- Implemented AI-based intent scoring using a pre-trained NLP model (facebook/bart-mini) to filter and qualify leads automatically.
- GitHub Repository

AI Sales Analyst Agent

Aug 2025

- Developed an n8n-based AI sales analyst agent that ingests Excel Sheets data, validates inputs, and answers natural-language business queries using Groq LLMs and conversational memory.
- Designed a two-workflow architecture: a main agent workflow and a chart sub-workflow invoked on demand to return rendered visualizations via QuickChart.
- GitHub Repository

Automated Access Provisioning Workflow

Sep 2025

- Built an end-to-end automated access request workflow using n8n and Supabase, replacing manual, email-based approval processes for internal resource provisioning.
- Designed an event-driven approval pipeline with manager resolution, one-click email decisions, and automatic API-based group assignment upon approval.
- Implemented full audit logging and edge case handling covering duplicate requests, provisioning failures, and IT escalation paths.
- GitHub Repository

Awards

1st Place – Black Forest Hackathon (LIEBHERR)

May 2025

- Built an AI workflow using Python, MegaParse, and MySQL to automatically validate supplier certificates, significantly reducing manual review time.

Technical Skills

Automation Platforms: n8n, Make.com, Zapier, Microsoft Power Automate, Copilot Studio, Voiceflow

AI & LLM: OpenAI APIs, Prompt Engineering, LangChain, Retrieval-Augmented Generation (RAG), AI Agents

APIs & Integration: REST APIs, Webhooks, JSON, OAuth2

CRM & Data: HubSpot, Brevo, Microsoft Dynamics 365, Airtable, MySQL, Supabase

Programming: Python (scripting, automation, data processing)

Project Management: Agile / Scrum, Backlog Grooming, Sprint Planning, Stakeholder Management

Language Skills

English: C2 – Proficient

German: B2 – Intermediate

Education

RWTH Aachen University | Aachen, Germany

Oct 2017 – Sep 2021

M.Sc. Computer Aided Mechanical Engineering

Pune University | Pune, India

Jun 2012 – May 2016

B.Eng. Mechanical Engineering

Certifications

Building Solutions with Microsoft Copilot Studio – LinkedIn Learning

LangChain: Retrieval-Augmented Generation – DeepLearning.AI

SQL for Data Engineering – LinkedIn Learning