

Sadia Khanam Prity

AI Automation Specialist | n8n Workflow Developer

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Professional Summary

Self-taught automation specialist with an MBA and accounting background, transitioning from finance to AI-driven business automation. In under two months of dedicated learning, independently designed and shipped a production-grade Facebook Messenger AI chatbot handling bilingual customer service, order capture, appointment booking, and human escalation. Combines business acumen with hands-on technical execution to deliver automation that solves real operational problems for service-based businesses.

Core Skills & Tools

- Automation Platform: n8n (workflow design, webhooks, API integrations, error handling)
- AI Integration: Grok AI, Open AI, Gemini AI (prompt design, bilingual response generation, session memory)
- APIs & Messaging: Facebook Messenger (Graph API), Telegram Bot API, WhatsApp Business API (Twilio), Gmail API webhook-based real-time triggers
- Data & Scheduling: Google Sheets, Google Calendar API integration
- Security: Credential vault management, HTML-input escaping, prompt-injection hardening
- Business Skills: Requirements analysis, client communication, pricing strategy, B2B outreach

Automation Projects

[AI Messenger Chatbot](#) — "The Lawn Archive" (F-commerce demo)

- Built a bilingual (Bangla/English) AI-powered Messenger chatbot using Gemini, handling live customer conversations end-to-end.
- Automated order capture into Google Sheets and appointment booking into Google Calendar.
- Implemented human escalation flow: Telegram alerts to the business owner, customer name lookup via Graph API, and one-tap deep link into the live conversation.
- Added typing indicators, per-user session memory, and echo/retry filtering for a natural conversational experience.
- Hardened the system against prompt injection and unsafe input using HTML escaping and secure credential storage.

[WhatsApp AI Chatbot](#) — Business automation demo (WhatsApp Cloud API)

- Mirrored the Messenger chatbot architecture on WhatsApp using the Meta WhatsApp Cloud API, extending the same core capabilities to a second major messaging channel.
- Automated order capture, appointment booking into Google Calendar, and real-time Telegram alerts to the business owner for every order, booking, and escalation.
- Built a two-way Telegram relay for human escalation — owner replies on Telegram, response is delivered to the customer on WhatsApp — eliminating the need for a separate inbox.
- Connected a Looker Studio dashboard over Google Sheets for live visibility into message volume, enquiry patterns, and full conversation history.
- Implemented idempotency and duplicate-message handling to ensure reliable delivery without double-processing.

Additional Projects

- [AI Invoice Generator](#) — automated invoice creation and email delivery triggered by confirmed orders.
- [Lead Capture Automation](#) — structured web-form-to-database workflow for inbound lead management; sends an automatic welcome email to the lead; plus instant email and telegram notification to the business owner.
- Weather Parent-Child Workflow — modular n8n workflow demonstrating reusable sub-workflow architecture.

Freelance Presence

- Fiverr: Active gig — "AI Messenger Chatbot for Orders & Bookings" (tiered packages)
- Upwork: Active profile and Project Catalog listing

Education

B.B.A on Accounting & Information Systems

University of Dhaka,, Dhaka

CGPA: 3.56 | 2019 – 2023

M.B.A on Accounting & Information Systems

University of Dhaka,, Dhaka

CGPA: 3.73 | 20024 – 2025