ANUPOM MOJUMDER

AI Workflow Automation & Voice AI Specialist

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PROFESSIONAL SUMMARY

AI Automation professional specializing in end-to-end workflow automation and AI agent systems built with n8n, LangChain, RAG, and the OpenAI API, designed to reduce manual work across lead management, customer support, and operations. Extends this into Voice AI, deploying inbound and outbound conversational agents with ElevenLabs and Twilio, connected to Supabase, CRM platforms, and external APIs. Brings three years of B2B and retail sales experience, which grounds every automation in real business outcomes.

CORE SKILLS

Languages	Python, JavaScript, TypeScript, Node.js, SQL, JSON
Automation	n8n, Make (Integromat), Zapier, Webhooks, REST API, WebSocket, Google Apps Script, Postman, System Integration
AI & LLM	OpenAI API, Claude, Gemini, Groq, AI Agents, MCP, RAG, LangChain, LangGraph, LlamaIndex, Prompt Engineering
Voice AI	ElevenLabs, OpenAI Realtime API, Twilio, SIP, Deepgram, Whisper, Speech-to-Text (STT), Text-to-Speech (TTS), Retell AI, Bland AI, Call Routing, Inbound/Outbound Call Automation, Appointment Scheduling
Data	Supabase, PostgreSQL, Pinecone, Qdrant, ChromaDB, Airtable
Backend & DevOps	FastAPI, Docker, Git, GitHub
CRM & Sales	HubSpot, GoHighLevel, CRM Integration, Lead Generation Automation, B2B Sales, Client Relationship Management

PROFESSIONAL EXPERIENCE

AI Voice and Automation Specialist, Erudience 2026 - Present

- Build and deploy inbound and outbound Voice AI agents with ElevenLabs, Twilio, SIP, and OpenAI, covering call routing, call forwarding, conversational flows, and third-party integrations.
- Design and maintain n8n automation workflows that connect APIs, webhooks, Supabase databases, and external services to support business processes.
- Create and optimize AI prompts and agent logic to improve conversation quality, reliability, and task completion.
- Integrate, test, and debug Voice AI, telephony, CRM, and automation systems for reliable real-world performance, while researching and adopting new AI tools and integration approaches.

Sales Executive, OPPO January 2023 - January 2026

- Managed B2B and retail customer relationships, consistently meeting and exceeding quarterly sales targets.
- Built long-term client relationships that contributed to repeat business, referrals, and account growth.
- Delivered product presentations and sales pitches under pressure in a competitive retail environment.

KEY PROJECTS

B2B Lead Automation Engine with AI & n8n

- Architected an enterprise-grade B2B lead automation engine in n8n integrating the OpenAI API to automatically identify, qualify, and score high-value leads at scale.
- Built multi-step AI agent workflows connecting CRM, webhooks, and third-party APIs to automate lead enrichment, routing, and follow-up sequencing.
- Streamlined end-to-end B2B pipeline operations, reducing manual lead-processing time and improving lead-conversion tracking accuracy.

AI Voice Agent & Call Automation

- Built and configured an automated conversational AI voice agent using Retell AI, Bland AI, and the OpenAI API for inbound and outbound calls.
- Integrated the voice agent with Make (Integromat) and Webhooks to automatically log call transcripts and customer details into a CRM.
- Automated appointment scheduling and customer follow-up calls, reducing manual tele-calling workload.

EDUCATION

Bachelor of Arts (Honours) in Economics Expected 2027

National University, Bangladesh | Final Year

Coursework includes Microeconomics, Macroeconomics, Econometrics, and Development Economics.

Higher Secondary Certificate (HSC), Humanities 2019

Sylhet Government College, Sylhet

Completed higher secondary education in the Humanities group.

CERTIFICATIONS & COURSEWORK

AI Agent Development & Workflow Automation 2026

Ostad | AI Agents & Autonomous Workflows

- Designed and deployed multi-step AI agents using the OpenAI API, LangChain, and Webhooks to automate customer inquiries and workflow execution.

LEADERSHIP & INVOLVEMENT

Executive Member, Economics Club January 2025 - Present

- Organized workshops and seminars on economic trends, data analysis, and tech integration for 100+ students.
- Led digital content creation and automated event registration processes using Google Forms and Webhooks.
- Collaborated with faculty members and student leaders to manage campus events and academic discussions.