

Shahmir Gill



AI AUTOMATION & CRM LEAD

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UAE employment visa (transferable) · Available: 30 days' notice

I build self-hosted automation infrastructure that makes a company's sales and operations run themselves.

Automation & integration engineer with 5+ years and 700+ production workflows shipped across n8n, Zapier, and Make, spanning CRMs from Close to GoHighLevel plus AI, voice, and data tooling. I replace brittle no-code stacks with self-hosted systems that survive real load, cutting failure rates from around 80% to under 0.1% and removing roughly 5 full-time staff of manual work across real-estate, credit-repair, and mortgage operations in the USA and UAE.

5+	700+	~1M	80%→0.034%	~5 FTE
YEARS EXPERIENCE	PRODUCTION WORKFLOWS	LEADS AUTOMATED	FAILURE RATE CUT	MANUAL WORK REMOVED

EXPERIENCE

AI Automation & CRM Lead 2024–Present
InvestMenter Real Estate · Dubai, UAE · Onsite

- Replaced 800 Zapier workflows failing at an 80% error rate with 23 self-hosted n8n workflows doing the same work at a 0.034% failure rate.
- Migrated the entire estate to self-hosted n8n in queue mode (PostgreSQL + Redis + Docker + Traefik) in a one-hour live cutover with zero data loss.
- Built an AI call-quality analyser (Whisper + 2-agent Claude) that scores every sales call against a 6-phase script and extracts investor objections.
- Engineered real-time lead scoring, owner allocation between agents, and an A-to-Z referral system inside Close CRM; root-caused 11+ incidents into 60+ reusable, self-healing operating rules.

Automation Consultant 2024–Present
Infinity Software Solutions LLC · Remote

- Consult for a B2B automation studio, working hands-on with top real-estate, credit-repair, and mortgage operations across the USA and UAE; I own the systems thinking, the logic, the failure modes, the architecture, then build and ship the production workflows.
- Scaled UAE and US real-estate sales operations with end-to-end CRM automation, AI call analysis, and live reporting.
- Set the standard for self-hosted n8n, PostgreSQL, and Redis infrastructure, cutting failure rates from around 80% to under 0.1%.
- Deliver each engagement end-to-end: discovery, architecture, build, monitoring, incident response, and clean handoff.

API Integration & Automation Specialist 2022–2024
Legacy Solutions · Denton, TX, USA (remote)

- Owned the A-to-Z sales-automation process for a credit-repair group, handling ~1,000,000 leads across three GoHighLevel sub-accounts.
- Built and ran 353 Zapier workflows (2,093 steps, 160 live in production) spanning GoHighLevel, Slack, Google Sheets, CallTools, RingCentral, and Twilio, including an 81-step enrollment master flow.
- Shipped 18 AI-assisted workflows and built real-time performance pipelines with Looker Studio dashboards for revenue, ad spend, and commissions.

SELECTED PROJECTS

Self-Hosted Rebuild for a Dubai Real-Estate Firm

80% → 0.034% failure rate

Rebuilt ~800 failing Zapier zaps into 23 reliable n8n workflows with queue-mode workers and DB-level dedup locks. ~10,088 hrs/yr saved (≈5 FTE), ~\$12k/yr cost cut.

AI Sales-Call Quality Analyser

Every call scored automatically

Transcribes every call with Whisper, then a two-agent Claude system scores it against a 6-phase script and extracts objections for objective rep coaching at scale.

Webhook Fan-Out Collapse

62% → 0% timeout failures

Replaced 13 trigger workflows with one router dispatching behind an atomic Postgres lock, killing event fan-out at the source. Zero dropped leads.

"NEVER Twice": Race-Safe Lead Dedup

196 duplicates → zero

A 3-layer dedup pattern (submit filter, pre-create check, post-create race resolver) so the same lead can never be created twice, even under concurrent fire.

TECHNICAL SKILLS

Automation	n8n (self-hosted) · Zapier · Make · Webhooks
CRM & Comms	Close CRM · GoHighLevel · Monday.com · Slack · Twilio · RingCentral
AI & Voice	Claude · OpenAI Whisper · Vapi · ElevenLabs · PandaDoc
Data & Infra	PostgreSQL · Redis · Docker · Traefik · Looker Studio · Queue mode

EDUCATION

B.S. Computer Science

2018–2023

4-year degree

Systems, networking, databases, and software engineering, with A-grade distinctions across core computer science.

Multivariable Calculus	A	Numerical Computing	A-
Financial Accounting	A-	Data Warehousing	B+

GAT-General, Top 7% Nationally

2024

National Testing Service, Pakistan

Pakistan's standardized graduate-admission exam; scored in the top tier across the board.

92.7%ile	85.1%ile	85.0%ile
ANALYTICAL	ENGLISH	CUMULATIVE

M.S. Cybersecurity / Information Security

In progress

Next

Formalizing the security and infrastructure discipline already built into every system I run.

RECOGNITION

“Shahmir has masterfully created over a thousand automation solutions. He is a 'force multiplier' who not only performs excellently but elevates entire teams. I give him my highest recommendation.”

Marcus Boudreaux · Legacy Solutions · Denton, TX · 2024

“In recognition of your impressive efficiency, quick execution, and ability to deliver high-quality work with remarkable speed. You keep the momentum strong and the team agile.”

Michael Menter & Shareholders · Chairman · InvestMenter Real Estate · 2025