

EDDIEMER NEPTUNO

AI Automation Specialist | AI Agents · Voice Agents · RAG · n8n · Make · Zapier · GoHighLevel

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PROFESSIONAL SUMMARY

AI Automation Specialist who designs and builds reliable, production-minded AI systems and business automations: AI agents, AI voice agents, retrieval-augmented knowledge assistants, and end-to-end workflows. I work across n8n (self-hosted), Make, and Zapier, integrate LLMs like OpenAI, Claude, and Gemini using tool calling and structured outputs, and connect systems through APIs, webhooks, and databases. Backed by 10 years of operations and customer service experience, including Airbnb case and claims management, I understand the business process first, then automate it with error handling, logging, duplicate prevention, and a human step where the risk is high, and I document everything so a team can run it without me.

TECHNICAL SKILLS

Automation Platforms: n8n (self-hosted on VPS), Make.com, Zapier, GoHighLevel

AI & LLMs: OpenAI and ChatGPT, Claude, Google Gemini, Groq; AI agents, tool and function calling, structured JSON outputs, prompt engineering, RAG

Voice AI: Vapi (AI voice agents and receptionists), ElevenLabs voice configuration

Knowledge & Data: Supabase (Postgres, pgvector vector database), embeddings, Airtable, Google Sheets

Integration: REST APIs, webhooks, HTTP requests, JSON, OAuth2, data mapping

Programming & Tooling: JavaScript, TypeScript (Next.js), Python for AI and API scripting, Google Apps Script, Git, Vercel deployment

Reliability & Delivery: error handling, logging, monitoring, duplicate prevention, human-in-the-loop approval, testing, documentation, Loom walkthroughs

Operations: process design, SOP creation, QA, escalation handling, training non-technical users

SELECTED PROJECTS (LIVE DEMOS AT EDDIEMER.COM)

- **AI Voice Receptionist & Appointment Setter (Vapi, n8n, Google Calendar, Airtable)** — answers calls, qualifies the caller, checks availability live, and books, reschedules, or cancels appointments during the call, logging every outcome.
- **Dead Lead Reactivation AI SDR (n8n, Airtable, Gmail, Calendar)** — re-engages cold leads, holds a two-way conversation, classifies intent with structured JSON, books calls, and updates the CRM, with duplicate prevention and safe fallbacks.
- **AI Knowledge Assistant, RAG (n8n, Supabase pgvector, embeddings)** — a searchable knowledge system that answers from a company's own documents, grounded with sources and no invented information.
- **AI Support Inbox Triage & Human-in-the-Loop Email (n8n, Airtable, Slack)** — classifies incoming messages, drafts safe replies that require human approval before sending, logs everything, and escalates sensitive cases.
- **Facebook Messenger AI Support Agent (n8n, knowledge base)** — answers customer questions instantly from an approved knowledge base, with human handoff when unsure.
- **GoHighLevel Missed-Call Text-Back & Follow-Up (GoHighLevel)** — recovers missed calls with an instant text-back, qualification, and a follow-up sequence that moves leads through the pipeline.
- **Shop-Floor AI Agent (Next.js, TypeScript, tool-calling LLM)** — an agent that grounds answers in real data through tool calls and escalates instead of guessing.

Full case studies and video walkthroughs at eddiemer.com.

PROFESSIONAL EXPERIENCE

Customer Advisor (Meta Account) — Concentrix

2023 – 2026

Taguig City, Philippines

- Provided email and chat support for Meta on a high-volume global account, resolving inquiries accurately and on time.
- Managed multiple concurrent cases while meeting quality and turnaround targets.

Virtual Assistant, Property Management — Bnberry

2020 – 2021

Remote — US-based client (Miami Beach, FL)

- Managed property listings across Airbnb, Booking.com, and Expedia; worked independently across time zones for a US client.

Case Manager / Claims Manager (Airbnb Account) — 24/7 Intouch

2017 - 2019

- Handled complex Airbnb cases: host-guest mediation, dispute resolution, and damage claims, making high-stakes policy decisions.

Customer Service Representative — ResultsCX / Tech Mahindra / Collective Solutions

2015 - 2023

- Multiple customer support roles across telecom, billing, technical troubleshooting, and roadside assistance.

CERTIFICATIONS

- AI Automation with n8n — Technical Virtual Assistants PH (2026)
- Prompt Engineering — Technical Virtual Assistants PH (2026)
- No Code Automation with Make.com — Technical Virtual Assistants PH (2026)
- No Code Automation with Zapier — Technical Virtual Assistants PH (2026)
- HighLevel CRM (GoHighLevel) — Tara AI Community+ (2026)

EDUCATION

- BS Information Technology (undergraduate coursework) — Information & Communication Technology College
- Computer Technician, Vocational Certificate (2014) — St. Peter's Technical Training Center