

# Aerol John Cajigas

## AI Automation Specialist · n8n, APIs and AI agents

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### SUMMARY

Automation engineer with a computer engineering degree and 6+ years in SaaS and e-commerce support. I build production n8n systems end to end: APIs and webhooks, Claude/OpenAI integrations with structured outputs, Postgres, media pipelines and self-hosted infrastructure. Because I come from support, I automate the work without breaking the customer experience.

### SELECTED PROJECTS

- **Content engine (own project, in production):** Runs my own Facebook short-form video pages end to end with 3 core n8n workflows: AI scripts, ElevenLabs voice, word-timed subtitles, Gemini/Kling image and video, ffmpeg rendering, Facebook Graph API publishing, retries and per-step cost logging.
- **GoSmash (own product, gosmash.cc):** AI booking agent for sports venues (about 25 n8n workflows): Chatwoot + n8n + Postgres chat agent that checks availability and books, self-booking pages, PayMongo payments, receipt review and owner schedule.
- **AI agents and integrations:** WhatsApp, Instagram, Telegram and Slack chatbots, Vapi voice agents with Airtable, Jotform lead scoring and enrichment with personalized email, Google Docs to Pinecone RAG.

### EXPERIENCE

**CS & Automation Specialist (part-time)** Dec 2025 - Present  
*E-commerce / dropshipping company*

- Run customer support with a Manila CS team and coordinate replacements, warranty claims and address checks with the China warehouse.
- Building case logging so every warehouse issue is tracked against its case ID instead of living in WhatsApp threads.

**Customer Support Specialist (part-time)** Apr 2025 - Present  
*Canadian immigration case-management SaaS*

- Support for immigration consulting firms using a case-management platform: troubleshooting, product questions, account issues.

**CS / Automation Specialist** Feb 2025 - Oct 2025  
*E-commerce support team*

- Built a Zendesk + n8n system that reads each ticket conversation and the order status, then drafts a context-aware reply for the agent.
- Logged an AI summary of every case, giving the team issue data for process fixes instead of guesswork.

**Customer Support Specialist** 2022 - 2024  
*Subscription productivity SaaS (mobile app + web app)*

- Technical troubleshooting and product education for a subscription mobile and web app, by email and chat (Zendesk, Intercom, Recurly, Chargedesk, Braze).

**Email Specialist** Sep - Dec 2024  
*SavagebyNatalie (e-commerce)*

- Resolved product issues and complaints; worked daily with suppliers to track orders, shipments and deliveries.

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| <b>Learning Support Specialist</b><br><i>LSAT Unplugged</i>                                                                                                                                                                                 | 2022        |
| <ul style="list-style-type: none"> <li>Supported students enrolled in law-review courses.</li> </ul>                                                                                                                                        |             |
| <b>Trader / Virtual Assistant</b><br><i>John Trading</i>                                                                                                                                                                                    | 2019 - 2022 |
| <ul style="list-style-type: none"> <li>Time-sensitive trades with large capital; built performance statistics for analysis.</li> </ul>                                                                                                      |             |
| <b>Associate Software Engineer</b><br><i>Accenture</i>                                                                                                                                                                                      | 2017 - 2018 |
| <ul style="list-style-type: none"> <li>Reworked code for a large South African utility company to support an Oracle CC&amp;B upgrade.</li> <li>Part of the team that built an application showing service outages to the client.</li> </ul> |             |

SKILLS

|                      |                                                                                                                       |
|----------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>Automation</b>    | n8n (self-hosted, primary), Zapier, Make, webhooks, REST APIs, raw HTTP, AutoHotkey                                   |
| <b>AI</b>            | Anthropic Claude and OpenAI APIs, prompt engineering, structured outputs, AI agents, RAG (Pinecone), ElevenLabs, Vapi |
| <b>Data / infra</b>  | Postgres, SQL, Google Sheets/Drive APIs, VPS + Easypanel (Docker), nginx, Facebook Graph API, Python/pandas           |
| <b>Support stack</b> | Zendesk, Intercom, Chatwoot, Shopify, Recurly, Chargedesk, Braze, Shipstation                                         |

EDUCATION

BS Computer Engineering, 2012-2017