

Ed Rowell Kilat

AI Automation Engineer | AI Workflows · CRM Systems · SaaS & API Integrations

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SUMMARY

AI Automation Engineer building reliable AI workflows, CRM automations, backend integrations, and operational systems for US businesses. I investigate software limitations, research APIs and authenticated application requests, and turn unclear business processes into production workflows, reporting systems, and internal tools.

EXPERIENCE

AI Automation Engineer (Contract) — Essential Heating & Air

May 2026 – Present

US HVAC company (Remote)

- Built and deployed a production reporting platform (Node.js, Express, Playwright on Railway) after the field-service platform's public API could not expose required operational data, enabling automated reporting for labor costs, technician time, dispatch, and KPI dashboards used in daily operations.
- Investigated the authenticated requests used by the company's web application and replaced a fragile browser-driven export process with a more reliable automation service, improving the stability of daily reporting workflows.
- Built and maintained n8n and Zapier workflows connecting Housecall Pro, Google Sheets, Slack, and custom backend services, with validation, error handling, and review logic for operational data.
- Tested workflows, investigated data discrepancies and edge cases, documented system behavior and implementation, and continued maintaining and improving the systems while working independently with business stakeholders.

AI Automation Engineer (Contract) — Tauga AI

Dec 2025 – Jan 2026

Project-based (Remote)

- Designed and deployed an AI incident-reporting platform converting unstructured WhatsApp messages into structured records using LLM extraction, with human approval required before any write.
- Built the React review dashboard and n8n backend workflows syncing approved records to Monday.com; reduced manual reporting workload and improved data accuracy.

Earlier Career — Customer Service, Sales & Business Development

2022 – 2026

Place Services Inc · Ubiquity · 411 Locals (Remote)

- Lead management, customer service, and business development roles — the foundation for explaining technical systems to business owners in plain terms.

SELECTED PROJECTS

AI CRM & Lead Qualification System

Sep – Oct 2025

- Built multi-step lead intake, AI qualification, and routing workflows (n8n, Supabase) with AI-assisted data normalization across CRM and spreadsheet records.

Document-Grounded AI Assistant — Cincinnati Hotel

2025

- Built a prototype concierge (TypeScript, React, Gemini) answering guest questions from hotel documents, with escalation workflows for unsupported requests. Public repo: github.com/imedkilat/cincinnati-hotel-ai

TECHNICAL SKILLS

AI & Automation:	n8n, Zapier, Make, LLM integration, prompt engineering, human-in-the-loop AI workflows
AI & Development Tools:	Claude, Claude Code, ChatGPT, Cursor
Backend & APIs:	JavaScript, TypeScript, Node.js, Express, REST APIs, webhooks, JSON, Playwright, PostgreSQL, Supabase
CRM & Operations:	Housecall Pro, Monday.com, Google Sheets, Slack, CRM workflows, operational reporting
Systems Delivery:	QA testing, debugging, bug investigation, technical documentation, SOPs, internal tools, Git, GitHub, Railway

EDUCATION & CERTIFICATION

BS Information Technology — St. Michael's College

2019

EF SET English Certificate — C2 Proficient (78/100; Speaking C2, Writing C1)

2025