

Ilham Saputra (Aam)

AI Automation Engineer, Data Analyst and Web Developer

Malang, Indonesia · Available remote and on site · Open to work and client projects
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SUMMARY

Technologist working across AI-driven automation, data analytics, web and software development. I take a business process that still runs by hand, automate it with AI in the loop, and present the result so a non-technical person can read it and act on it. Delivered for international clients across finance, e-commerce, home services, education and the public sector, with a 5-star rating on every project to date.

SKILLS

- AI and Automation:** AI agents, Large Language Model APIs (Claude), n8n workflow automation, Google Apps Script, Python, Excel and VBA macros, email and document processing pipelines, webhook integration
- Data Analytics and Visualization:** Microsoft Power BI, Tableau, Looker Studio, Microsoft Excel, SQL, database schema design, query optimization, dashboard development, business reporting
- Web Development:** HTML, CSS, JavaScript, React, Vue, SvelteKit, Tailwind CSS, responsive front-end development, REST API integration, payment gateway integration, SEO and performance optimization, Agile
- Software Development:** Java, C#, Point of Sale (POS) systems, database schema design, query optimization, software testing and debugging, technical support
- Professional:** Problem solving, analytical thinking, client communication, technical documentation, technical support, digital literacy training. Languages: Indonesian (native), English (professional)

WORK EXPERIENCE

Data Specialist

Excellent Chimp, Indonesia (Remote)

June 2025 - Present

- Designed and delivered custom data visualization dashboards in Microsoft Excel, Tableau, Looker Studio and Power BI for clients across diverse industries.
- Built AI-driven workflow automation using n8n, Google Apps Script, Python and Excel macros, reducing manual work by up to 15 hours per week for clients.
- Developed an AI customer service agent using Claude that reads session history and pricing data, generates contextual replies and routes escalations to human administrators.
- Built the company's n8n workflow library: 59 catalog workflows on shared components for contact resolution, messaging, consent and frequency checks, scheduling, approvals, audit logging and central error handling, assembled per client into industry solutions.
- Collaborated with international clients, translating business needs into technical solutions with clear documentation. Completed all projects with a 5-star rating, earning repeat clients.

Frontend Web Developer

Titik Koma Bintang, Luwuk, Indonesia (Remote, part-time)

July 2023 - January 2025

- Designed and developed government websites, e-commerce platforms and learning management systems (LMS).
- Built responsive front-end interfaces in JavaScript using React, Vue and SvelteKit, styled with Tailwind CSS to accessibility and performance standards.
- Integrated REST APIs with back-end developers and optimized application performance and SQL queries for scalability, working in Agile sprints with code review.
- Shipped client-specific features including interactive dashboards, payment gateways and user analytics tools.

Digital Cadre

Ministry of Villages, Development of Disadvantaged Regions and Transmigration, Banggai Regency, Indonesia (Hybrid, contract)

January 2023 - December 2024

- Conducted training on safe and productive internet usage, device operation and cybersecurity awareness.
- Supported local communities in accessing online public services, and assisted small businesses in establishing an online presence through e-commerce, digital marketing and payment systems.
- Facilitated implementation of Sistem Informasi Desa (SID) to improve village governance and information access, and provided technical support for hardware, software and connectivity issues.

Software Programmer

Titik Koma Bintang, Luwuk, Indonesia (Contract)

January 2022 - July 2023

- Designed and developed Point of Sale (POS) software for pharmacies and retail shops, covering inventory management, billing and sales.
- Wrote, tested and maintained efficient code in Java and C#, and designed database schemas and queries to handle large datasets, improving performance and reliability.
- Implemented real-time inventory updates, automated reporting and multi-user access control, and provided technical support and training to clients through deployment.

PROJECTS

AI Customer Service and Social Media Pipeline. Two production n8n workflows: a support agent that queries session history and pricing, replies through Claude and escalates to human administrators, plus a scheduler that publishes multi-part social threads from Google Sheets.

Loan Processing Automation. AI system that reads incoming email, files evidence into Drive, audits applicant documents against a checklist and follows up automatically. Reduced manual work by 75 percent and increased loans processed by 100 percent.

Industry Automation Assemblies (n8n). A clinic patient journey (missed-call text-back, AI appointment setter, reminders, waitlist backfill, rebooking), an online shop order-to-cash flow (cart recovery, inventory sync, payment reconciliation, purchase orders) and a hotel guest stay (reservations, unified inbox with an AI support agent, hand-off watchdog, review management).

AIUEO. Corporate website for an AI products company: product demonstrations, corporate messaging and partner material in one hub.

Excellent Chimp. Agency website presenting consultancy, data visualization and automation as comparable service packages, structured for B2B service selling.

LottaScent. End-to-end AI fragrance platform: recommendation quiz, catalog, blog and an AI assistant that interprets quiz results. Bilingual.

Excel Malang. Learning management and course booking platform handling syllabus, class material, mentor availability, pricing tiers and student enrolment.

Website Demos. Rana, a Japanese and English crochet storefront with cart and pre-orders; Magdalena Coffee, a roastery site with WhatsApp ordering; JiwakuPlus, a psychology bureau site with session booking and a free screening.

Heating System Health Assessment Dashboard. Client dashboard for The Dr Radiator converting raw water test results into plain readings of water quality, system protection, balance and overall health.

Data Analytics and Dashboard Development. Ongoing analysis and dashboards for HR, sales, health, operations and property investment projection in Power BI, Tableau, Looker Studio and Excel. Removes up to 15 hours of manual work per client, per week.

Business Operations Tooling. Menu costing, school audit and bookkeeping tools, each built inside the Excel or Google Sheets environment the business already operates in.

EDUCATION

Bachelor of Informatics Engineering

Universitas Dipa Makassar, South Sulawesi, Indonesia · 2024 - Present (ongoing)

VOLUNTEERING AND LEADERSHIP

Kelas Inspirasi, Secretary, Facilitator and Inspirator. Banggai, Kediri, Malang and Baubau, Indonesia. Facilitates professionals from various sectors in visiting schools to share their knowledge and professions with students.

Relawan OK, Speaker. Luwuk, Indonesia. Educates students on online safety, digital ethics and responsible social media use, and leads discussions on recognising and responding to cyberbullying.