



EDWIN EARL PELAEZ

CONTACT

- [AUTOMATED.ASIA](https://Automated.Asia)
- ED@AUTOMATED.ASIA
- LINKEDIN.COM/IN/EEMP/

PROFESSIONAL SKILLS

- Workflow Automation · AI Agents · CRM Automation · Lead Intake & Triage · Auto-Generated Documents · Email & Content Automation · Process Optimization
- SOP Development · Training & Development · Project Management · Remote Team Management

INTEGRATION & PLATFORMS

- Ollama (local LLM)
- GoHighLevel
- Zapier
- Google Workspace
- Hubspot
- Claude Code
- Notion
- n8n
- Make

EDUCATION

- Riverside College
March 2007 - March 2011
Bachelor of Science in Nursing

WORK EXPERIENCE

AI Automation Specialist

Freelance | June 2025 – Present

- Built a 7-workflow operations hub for a global climate advisory firm (n8n + HubSpot + Notion + AI research agents): auto-created task playbooks, pre-meeting research briefs, and AI-judged lost-deal re-engagement — saves 25–30 hours/month; presented live to the Co-Founder & COO
- Automated an HVAC company's full sales cycle from booking to invoice — lead screening, on-site live pricing, auto-generated quotes, and maintenance follow-ups — saving ~2 hours per job
- Cut contract assembly for a painting business from 20–40 minutes to under 30 seconds, with AI lead screening and owner approval gates at every client-facing step
- Run an autonomous LinkedIn content engine (research → writing → image → publish, 3× daily) and an AI email-draft workflow that powers my own site's contact and booking pipeline
- Deliver every build with documentation, a manual-fallback SOP, and tracked ROI (hours saved, cost reduction)

Training & Development Manager

Drivers 1st | January 2025 – June 2025

- Managed and mentored 10+ junior recruiters through to full-time promotion, with weekly 1:1s and monthly performance reviews
- Owned the team's training materials and delivered monthly KPI reports to leadership

REFERENCES

- Available upon request

CERTIFICATES

- [Udemy - GHL Masterclass](#)

VA Training Lead

Drivers 1st | September 2022 – December 2024

- Onboarded and trained 100+ virtual assistants across 3–5 cohorts/year, maintaining a 90%+ program completion rate
- Built and maintained the training curriculum, evaluation system, and 30-day readiness reviews

CDL Recruiter

Drivers 1st | February 2022 – August 2022

- Made 50–100+ outbound calls daily to source and qualify commercial drivers; tracked full pipeline in CRM and met recruitment targets

Customer Service Representative (CSR)

Transcom – Bacolod (Xfinity) | June 2018 – February 2022

- Resolved billing and technical issues for high-volume inbound callers with first-call resolution, while handling retention and upselling