

Pavel Pavlovich

AI Automation Specialist · Product Owner of Internal Tools

Nha Trang, Vietnam · UTC+7 | Remote | Written communication

Russian — native · English — written

I remove manual work from sales and support teams. I design the architecture and logic of internal tools, build them with AI tools (Claude Code), test them on real data and stay responsible for the result.

5h → 0	~50	~1 h	Daily
manual reconciliation per day	operators use my tools daily	AI reviews every team chat	payroll visible to every rep

EXPERIENCE

Product Owner & Automation Lead

Sales & retention team · ~50 operators · 10 countries · 2025 — present

- **Data reconciliation** between a chat CRM, an internal ERP and a partner platform: ~5 hours of daily manual work became fully automatic; leads are entered on their own, duplicates and time-zone errors are filtered out.
- **Sales payroll in Telegram** (Mini App + admin panel) for ~50 people: several days of calculation became a daily view for every rep; exposed deals reps claimed that weren't theirs.
- **AI quality control** — all chats of ~50 operators reviewed in about an hour: mistakes, response time, outcome.
- **AI meeting secretary** (Google Meet, Discord) — every call becomes tasks with owners and deadlines; 10–12 calls a week.
- **Live client request queue** in the CRM — ~20 requests a day, response in 5–10 minutes instead of lost requests.

Founder — own CRM product

2025 — present

One inbox for Telegram, WhatsApp and Instagram teams, AI reply suggestions and translation.

SKILLS

Automation & AI
workflow automation, AI review of conversations, OpenAI API, Claude Code

Products
Telegram Mini Apps & bots, Chrome extensions, dashboards, admin panels

Data
CRM integrations, webhooks, reconciliation, deduplication, reporting

Product
requirements, architecture, prototyping, testing, acceptance

FOCUS

Sales and support teams working in chats and calls: lead → request → payment funnel, operator workflows, reporting.

RELIABILITY

No system is 100% secure, so one failure can't take everything down: separate servers, daily backups at a different provider, read-only access where possible, nothing changed without your approval.

WORK FORMAT

Fixed-price projects, monthly support or a remote role. 50% upfront, staged delivery, daily written updates.

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