

FAVOUR UKPABI

Operations & Automation Specialist | No-Code / Low-Code Workflow Architect

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PROFESSIONAL SUMMARY

Operations and Automation Specialist with 5+ years of experience designing scalable workflow systems, building no-code and low-code automations, and managing end-to-end project delivery for startups and SMBs. Proven track record of eliminating manual processes, reducing operational costs, and deploying self-hosted automation infrastructure across real client engagements. Hands-on expertise in n8n, Make, Zapier, Airtable, and cloud infrastructure. Open to full-time remote roles in operations, automation, and process improvement.

CAREER HIGHLIGHTS

- Reduced automation infrastructure and licensing costs by over 99% by deploying a self-hosted n8n environment on Oracle Cloud Infrastructure with Docker and PostgreSQL.
 - Collapsed a 3-day email approval cycle to a 30-second Slack decision by architecting an AI-powered content publishing workflow with full human-in-the-loop governance.
 - Cut document approval turnaround from 5 days to under 24 hours and reclaimed 8+ hours of manual chasing per week through a conditional routing and audit-logging automation.
 - Transformed 11 manual steps per lead into a 2-minute automated batch process by building a scraping, enrichment, deduplication, and Airtable storage pipeline.
 - Delivered Grambutler SaaS MVP at Month 10 of an 18-month roadmap, coordinating 4 concurrent workstreams across distributed teams with zero scope creep.
 - Launched Sepow B2B assessment platform in exactly 6 months with zero severity-1 defects by enforcing hard scope lock and a formal change request process.
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CORE SKILLS

Automation & Workflow Design: n8n, Make (Integromat), Zapier, Webhook architecture, REST API integration, OAuth, JSON, conditional routing logic, human-in-the-loop workflows

Operations Architecture: Process mapping, bottleneck analysis, SOP design, workflow documentation, tool stack optimisation, operational efficiency consulting

Data & Integration: Airtable, PostgreSQL, Google Sheets, email parsing, data pipelines, lead scraping and enrichment, CRM integration

Cloud & Infrastructure: Oracle Cloud Infrastructure (OCI), Docker, Cloudflare, Ubuntu, environment management, Grafana monitoring

AI & Intelligent Automation: AI Agent configuration, RAG chatbot deployment, Slack bot integration, LinkedIn API, Gmail API, Apify

Project Management: Agile, Scrum, Jira, Asana, Notion, sprint planning, stakeholder communication, risk management, dependency mapping, async team coordination

Documentation & Governance: SOPs, change control, audit logging, technical handover documentation, versioning

PROFESSIONAL EXPERIENCE

Freelance Operations & Automation Consultant | *Self-Employed* | Mar 2020 – Present | Remote

- Designed and deployed a private self-hosted n8n automation platform on Oracle Cloud Infrastructure using Docker and PostgreSQL, reducing automation costs by over 99% and eliminating vendor-imposed task limits.
- Built a 3-stage custom JavaScript email parsing engine in n8n that automatically extracted, cleaned, and archived business communications into a structured, searchable Google Sheets database, creating a full compliance record.
- Architected an AI-powered content publishing workflow that collapsed a 3-day email review cycle into a 30-second Slack approval, reducing active publishing effort by over 90% with 100% human oversight maintained.
- Designed a document approval automation using n8n, OneDrive, Slack, and Airtable with conditional routing based on file metadata; cut turnaround from 5 days to under 24 hours and reclaimed 8+ hours of manual chasing per week.
- Built an automated lead scraping and enrichment pipeline using Apify and Airtable, with a no-code operator dashboard; transformed 11 manual steps per lead into a 2-minute automated batch process.
- Deployed a portfolio RAG chatbot integrated with WordPress and n8n webhooks on self-hosted OCI infrastructure, combining knowledge base design, NDA-aware response logic, lead capture, and contextual booking routing.

Project Manager | *Bles Software Development* | Sep 2023 – Present | Remote (Israel-based client)

- Led end-to-end delivery of multiple concurrent software builds including Grambutler (AI SaaS), Sepow (B2B assessment platform), and a Scrap Vehicle Quote Management System.
- Managed distributed cross-functional teams of designers, developers, and QA analysts across time zones using Jira, Notion, and async Loom updates; replaced daily standups with structured async communications to preserve alignment without meeting fatigue.
- Delivered Grambutler MVP at Month 10 of an 18-month roadmap, managing 4 concurrent workstreams (AI, integrations, subscription, frontend) and protecting delivery from mid-project scope requests.
- Launched Sepow in exactly 6 months with zero severity-1 defects; implemented hard scope lock and formal change request process after Phase 1, successfully deferring non-chartered features and protecting developer bandwidth.
- Delivered Scrap Vehicle Quote Management System in 12 weeks, improving quoting speed from 3 minutes to under 30 seconds and achieving 100% pricing consistency across all staff.

Automation Designer & Project Manager | *We The Creative Software Agency (Freelance)* | Nov 2021 – Mar 2023 | Remote

- Built and maintained a 12-step n8n automation syncing customer data between HubSpot and Mailchimp, eliminating 8+ hours of manual data entry per week for the marketing team.
- Managed a cross-functional team of 3 developers and 1 QA analyst using Agile methodologies, consistently delivering project milestones on or ahead of schedule.
- Authored SOPs and technical documentation for all delivered automations, ensuring seamless client handover and independent operation post-engagement.

EDUCATION

Diploma, Computer Science

Federal Polytechnic Nekede | 2014 – 2016

CERTIFICATIONS

- No-Code Automation Certification – Make Academy
- Zapier Expert Certification – Zapier Academy
- Advanced n8n Workflow Automation – Project-Based
- Project Management Professional Certificate – Coursera / Udemy

Availability: Open to full-time remote roles and project-based engagements in operations architecture and workflow automation.