AI Automation Engineer

SHAI SINAI

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SUMMARY

Automation Engineer who builds reliable **API + LLM** workflows that remove manual work and prove ROI. Bringing a unique QA automation background to real ops use-cases: **email lifecycle**, **order ops**, **AI-assisted support**, and **SEO drafting** using **TypeScript/Python, Gmail/Sheets/Notion, Shopify/Woo**, and webhooks.

CORE SKILLS

Automation & AI: LLM prompting, classifiers, draft replies; webhooks, 0Auth2, rate-limit handling
Tools: OpenAI/Claude, n8n / Zapier (familiar / in progress), Cursor; Omnisend; Postman
Integrations: Shopify, WooCommerce, Gmail, Google Sheets, Notion, Discord, payment gateways
Languages: TypeScript, JavaScript, Python (basic)

AI & WORKFLOW AUTOMATION PROJECTS

- **AI-assisted customer support (Gmail <-> LLM):** Classifies inbound messages (billing/shipping/general) and drafts replies for approval.
  Impact: first-response time **from ~24h -> ~6h** across **100+** inquiries. (OpenAI/Claude, Gmail, cron)
- **Order ops (Shopify/Woo <-> supplier)**: Webhook payloads, supplier order placing API/headless
  Impact: **~90% manual effort reduction**, **2%** error rate, **4 hours** saved daily. (Shopify/Woo APIs)
- **Email lifecycle automation (Omnisend)**: Abandoned cart, post-purchase, win-back flows
  Impact: **recovered** up to **50%** more **abandoned-checkout revenue** vs. baseline

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EXPERIENCE

QA AUTOMATION ENGINEER | Matzpen Unit, IDF

Jul 2024 - Present
- Built and maintained **TypeScript** E2E automation with **Appium & Detox**
- Integrated **CI/CD** pipelines in **Azure DevOps**; validated backend APIs with **Postman** + **SQL**

QA AUTOMATION ENGINEER | Hatal Unit, IDF

Jul 2023 - Jul 2024
- **Led** JavaScript web automation framework (Puppeteer); **reduced flakiness ~80%**

FOUNDER & DEVELOPER | E-Commerce Business (Self-Employed)

Oct 2022 - Mar 2024
- Generated **₪200,000+ in 12 months** through SEO + campaigns + technical **automation**

SEO SPECIALIST & ANALYST | ClickIt

Apr 2019 - Jun 2023
- Built SEO dashboards and large **AI-assisted keyword data** sheets in Excel

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EDUCATION

Node.js, Express & MongoDB Certification – TESI (2025)
QA Manual & Automation Certification – *Basmach (2023)*