

# Sai Harshith Reddy Bondugula

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## AI Solutions | AI Implementation | Automation & Agentic Workflows

### Summary

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AI Solutions, Product, and Automation professional with experience designing, deploying, and scaling AI-powered business solutions across marketing, operations, recruiting, analytics, and customer workflows. Experienced in AI implementation, AI deployment, agentic automation, workflow orchestration, and business process transformation using n8n, Make, Zapier, LLMs, APIs, RAG, and human-in-the-loop systems. Product Management experience includes 0 → 1 product development, customer discovery, roadmap prioritization, agile delivery, AI product evaluation, and cross-functional execution. Combines hands-on AI solution building with marketing and GTM experience to translate business problems into practical AI products, automated workflows, and measurable business outcomes.

### Skills

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**AI & Generative AI:** Generative AI, LLMs, RAG, AI Agents, Agentic Workflows, Multi-Agent Systems, Prompt Engineering, System Prompts, Prompt Chaining, Structured Outputs, Tool/Function Calling, Model Selection, Human-in-the-Loop Systems, Intent Classification, Knowledge Retrieval, LLM Evaluation, AI Governance, Azure OpenAI, Claude

**Automation & Orchestration:** n8n, Make, Zapier, Relevance AI, Voiceflow, Webhooks, Business Process Automation, Workflow Design, AI Workflow Orchestration, Document Processing Automation, CRM Automation, Lead Automation, Reporting Automation, Workflow Monitoring

**Business Solutions & Integrations:** REST APIs, LLM API Integrations, Airtable, Supabase, Salesforce, Salesforce Service Cloud, HubSpot, GoHighLevel, Jira, Slack Integrations, CRM Integrations, Data Validation, Structured Data Extraction, JSON Data Extraction, Document Parsing, Document AI, Vector Search, Vector Embeddings

**Product Management & Delivery:** Product Management, 0 → 1 Product Development, Product Discovery, Product Strategy, Product Roadmapping, Product Requirements, MVP Definition, MVP Scoping, Backlog Management, Backlog Prioritization, Agile, Scrum, Sprint Planning, Sprint Reviews, RICE Prioritization, Jobs-to-Be-Done (JTBD), Opportunity Solution Tree, User & Stakeholder Interviews, Product Metrics, North Star Metrics, Experimentation, Product Validation, Cross-Functional Collaboration, Stakeholder Communication

**Business, Analytics & AI Applications:** Recruiting Automation, AI-Powered Candidate Matching, Resume Parsing, Finance Automation, CRM Automation, Sales Intelligence, Internal Knowledge Assistants, Predictive Analytics, Risk Scoring, AI-Powered Ticket Triage, AI Implementation, Requirements Discovery, Workflow Analysis, Solution Design, Solution Architecture, AI Strategy, Use-Case Identification, AI Adoption, Process Optimization, KPI Reporting, ROI Analysis, Cost Modeling, Meta Ads, GA4, Looker Studio, Git Telemetry

### Experience

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#### ServIT

##### AI Automation & Implementation Specialist | Jan 2025 – Present

##### Autonomous IT & DevOps Support Triage

- Architected an autonomous IT support triage workflow using **n8n, Claude, Jira, and Slack**, combining webhook-based intake, intent classification, technical error extraction, knowledge retrieval, automated troubleshooting, and workload-aware routing across **15 support categories**.
- Automated **42% of recurring tickets**, cut first-response time from **4 hours to 15 seconds**, reduced backlog by **35%**, saved approximately **15 engineering hours/week**, and achieved **91.4% classification accuracy** with **4.3/5 CSAT**.

##### Intelligent Talent Matching & Sourcing

- Built an automated candidate-matching pipeline using **Make.com, LLM APIs, structured JSON extraction, and vector-based matching** to parse resumes, score candidates against job requirements, rank profiles, and alert recruiters to high-fit applicants.
- Reduced screening time for approximately **150 applicants from 4 hours to 25 minutes**, improved recruiter acceptance of top-ranked candidates by **38%**, cut time to first interview from **6 to 3 days**, and processed **3,500+ profiles/month** at **99.5% uptime**.

##### Predictive Project Health & Sprint Risk Analytics

- Developed an automated project-health monitoring system using **n8n, Zapier, Jira, Git telemetry, and AI-assisted transformation scripts** to aggregate delivery signals, calculate sprint-risk scores, and trigger proactive stakeholder alerts.
- Achieved **81% precision** in identifying delivery bottlenecks up to **30 days early**, supported intervention across **8 at-risk accounts**, reduced scope creep/budget variance by **14%**, and eliminated approximately **6 hours of weekly reporting per project manager**.

##### Automated Document Parsing & Client Onboarding

- Designed an AI-assisted onboarding pipeline using **Make.com, Zapier, Claude, Jira, and CRM integrations** to extract structured data from contracts, SOWs, and intake forms, validate outputs, create operational records, and route edge cases through human review.
- Automated **65% of onboarding documents**, reduced standard setup time from **3 days to under 4 hours**, lowered data-entry errors from **8% to 0.5%**, and processed **1,200+ multi-page files** at **96.2% field-level accuracy**.

#### ClientCraft

##### Founder — Digital Marketing & AI Automation Agency | Jun 2021 – Dec 2025

- Founded and operated a performance marketing and automation agency serving 30+ clients, reaching approximately \$50K/month in peak agency revenue and managing up to \$100K/month in Meta advertising spend across seven concurrent clients.
- Designed AI-assisted customer acquisition systems combining lead generation, automated qualification, personalized follow-up, appointment scheduling, CRM workflows, and performance analytics.
- Helped scale a roofing client from approximately \$10K/month to \$140K/month in revenue within six months through AI-assisted lead generation, CRM automation, automated follow-up, and performance marketing, generating approximately 100 leads at roughly \$25 CPL.
- Reduced campaign preparation from approximately 4–5 hours to under one hour, routine lead-management work by 70–80%, and weekly performance reporting from approximately two hours to 20 minutes per client.

## Dextara Digital

### Junior Product Manager | Jan 2023 – Jan 2024

- Owned the **0 → 1 development of TriageKit**, a reusable Salesforce Service Cloud case-triage accelerator, from discovery and validation through MVP launch, adoption, and an AI-assisted routing beta.
- Conducted **18 stakeholder and customer interviews** and used Jobs-to-Be-Done and Opportunity Solution Tree frameworks to define core user problems, prioritize routing accuracy and assignment speed, and translate findings into product requirements.
- Validated the concept against **25,000 historical support cases**, demonstrating **71% routing accuracy versus 58%** with existing assignment rules before committing engineering resources.
- Prioritized the MVP using **RICE** and led backlog refinement and sprint reviews across **7 two-week sprints** with Salesforce developers, QA, design, and solution architecture stakeholders.
- Defined the product approach for a **confidence-based hybrid AI workflow** that retained rules for high-confidence cases and used an asynchronous LLM fallback with human approval for low-confidence cases, balancing accuracy, latency, cost, and governance.
- Improved first-assignment routing accuracy from **58% to 81%**, reduced case reassignment from **42% to 19%**, and cut median assignment time from **3.2 hours to 12 minutes** across pilot implementations.
- Reduced routing implementation effort from **160 to 55 consultant hours per project**, drove adoption across **6 of 7 new Service Cloud projects**, freed approximately **630 consultant hours**, and supported **\$18K in paid add-on revenue**.

### Product Management Intern | Jan 2022 – Jan 2023

- Supported the Service Cloud product and delivery practice through **customer research, requirements documentation, backlog grooming, implementation analysis, and product discovery**.
- Analyzed recurring delivery and client pain points—including routing setup effort, case reassignment, assignment delays, and post-go-live support issues—to identify repeatable product opportunities that later informed TriageKit.

## Selected AI Projects

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### Conversational Analytics Agent

*n8n, Claude, Airtable, Looker Studio*

- Built an end-to-end **conversational analytics and data-quality system** across **5 Airtable tables / 3,680 records**, combining deterministic cleaning, exception routing, human review, and an n8n-based query agent for business questions.
- Evaluated the system against a fixed 10-question test set across three rounds, improving query accuracy from **30% to 60%**, with **74/79 seeded data issues detected** and **5.05s median query latency**.
- Redesigned the architecture after observing LLM fabrication and aggregation errors, moving filtering, counting, sums, averages, joins, and anomaly thresholds into **deterministic n8n workflows** while restricting the LLM to intent interpretation, narrative generation, and recommendations.

### AI-Augmented Finance Operations & Control System

*n8n, Airtable, Gemini, Nanonets, Google Drive*

- Architected an end-to-end **AI-augmented finance control system** in n8n/Airtable, separating deterministic financial logic from LLM-assisted extraction and narrative generation across billing, reconciliation, forecasting, and source verification.
- Repaired a mid-build data-integrity failure by reconstructing **578 missing ledger Account links**, restoring **640/640 valid transaction relationships** while maintaining an exactly balanced **\$10.4M ledger**.
- Built deterministic exception controls for **400 invoices, 62 expense transactions, and 176 bank lines**, surfacing **6/6 seeded reconciliation artifacts, 3/3 seeded misclassifications**, and **\$6.815M** in Final Notice AR.
- Created a source-verification and AI-guardrail layer that recomputed **11/11 reported figures from live data** and blocked two flawed LLM report generations before allowing a validated artifact to publish.

### Company OS — Multi-Agent Business Workflow Orchestrator

*n8n, Claude, Relevance AI, Supabase, Slack, Langfuse*

- Designed a supervisor/router architecture across five specialized domain agents with human approval before financial actions, customer communication, or system-of-record updates; designed safeguards for API outages, malformed inputs, rate limits, credential expiration, and model timeouts.

## Education & Certifications

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**M.S., Business Analytics & Intelligence** — Stevens Institute of Technology, Hoboken, NJ | Jan 2024 – Dec 2025

**B.Tech., Computer Science Engineering** — Mahindra University, Hyderabad, India | Aug 2023

**Generative AI Leader** — Google Cloud

**AWS Certified AI Practitioner (AIF-C01)** — Amazon Web Services