

Ilham Saputra (Aam)

AI Automation Engineer, Data Analyst and Web Developer

Malang, Indonesia · Available remote and on site · Open to work and client projects
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SUMMARY

Technologist working across AI-driven automation, data analytics and web development. I take a business process that still runs by hand, automate it with AI in the loop, and present the result so a non-technical person can read it and act on it. Delivered for international clients across finance, e-commerce, home services, education and the public sector, with a 5-star rating on every project to date.

SKILLS

AI and Automation: AI agents, Large Language Model APIs (Claude), n8n workflow automation, Google Apps Script, Python, Excel and VBA macros, email and document processing pipelines, webhook integration

Data Analytics and Visualization: Microsoft Power BI, Tableau, Looker Studio, Microsoft Excel, SQL, database schema design, query optimization, dashboard development, business reporting

Web Development: HTML, CSS, JavaScript, React, Tailwind CSS, responsive front-end development, REST API integration, payment gateway integration, SEO and performance optimization

Professional: Problem solving, analytical thinking, client communication, technical documentation, technical support, digital literacy training. Languages: Indonesian (native), English (professional)

WORK EXPERIENCE

Data Specialist

Excellent Chimp, Remote

January 2025 - Present

- Designed and delivered custom data visualization dashboards in Microsoft Excel, Tableau, Looker Studio and Power BI for clients across multiple industries.
- Built AI-driven workflow automation using n8n, Google Apps Script and Python, removing up to 15 hours of manual work per week for each client.
- Developed an AI customer service agent using Claude that reads session history and pricing data, generates contextual replies, and routes escalations to human administrators.
- Collaborated with international clients, translating business requirements into technical solutions with clear documentation and user-friendly outputs.
- Completed every project with a 5-star client rating, earning repeat clients and long-term engagements.

Digital Cadre

Ministry of Villages, Development of Disadvantaged Regions and Transmigration, Banggai, Indonesia

January 2023 - December 2024

- Supported local communities in accessing online public services, and assisted small businesses in establishing an online presence through e-commerce platforms, digital marketing and payment systems.
- Facilitated implementation of Sistem Informasi Desa (SID) to improve village governance and information access.
- Conducted training on safe internet usage, device operation and cybersecurity awareness.

Web Developer

Titik Koma Bintang, Luwuk, Indonesia

January 2022 - January 2025

- Built and maintained responsive front-end interfaces using JavaScript, CSS and modern frameworks, ensuring consistent functionality across devices.
- Collaborated with back-end developers to integrate APIs, ensuring reliable data flow between server and client applications.

- Delivered client-specific features including interactive dashboards, payment gateways and user analytics tools.
- Designed and optimized database schemas and queries for large datasets, improving system performance and reliability.

PROJECTS

AI Customer Service and Social Media Pipeline

Two production n8n workflows: a webhook-triggered support agent that queries session history and pricing, generates replies with Claude and routes escalations to human administrators, and a scheduler that publishes multi-part social threads from Google Sheets and logs each run.

Loan Processing Automation

AI system that processes incoming email, files evidence into Drive storage, audits applicant documents against a checklist and performs automatic follow-up. Reduced manual work by 75 percent and increased loans processed by 100 percent.

AIUEO

Corporate website for an AI products company, built as one hub for product demonstrations, corporate messaging and partner engagement.

Excellent Chimp

Agency website for a technology consultancy, presenting consultancy, data visualization and automation as comparable service packages, with site architecture structured for B2B service selling.

LottaScent

End-to-end AI fragrance platform: recommendation quiz, product catalog, blog and an AI assistant that interprets quiz results. Bilingual, with light and dark themes.

Excel Malang

Learning management and course booking platform handling syllabus, class material, mentor availability, pricing tiers and student enrolment.

Heating System Health Assessment Dashboard

Client dashboard for The Dr Radiator converting raw water test results into plain readings of water quality, system protection, balance and overall system health.

Data Analytics and Dashboard Development

Ongoing analysis and dashboards for HR, management, sales, health, operations and property investment projection, in Power BI, Tableau, Looker Studio and Excel. Removes up to 15 hours of manual work per client, per week.

Business Operations Tooling

Menu creation and costing, school audit and bookkeeping tools, each built inside the Excel or Google Sheets environment the business already operates in.

EDUCATION

Bachelor of Informatics Engineering

Universitas Dipa Makassar, South Sulawesi, Indonesia

2024 - Present (ongoing)

VOLUNTEERING AND LEADERSHIP

Secretary, Facilitator and Inspirator

Kelas Inspirasi, Banggai, Kediri, Malang and Baubau, Indonesia

Facilitates professionals from various sectors in visiting schools to share their knowledge, experience and professions with students, supporting the mission of improving education in Indonesia.

Speaker

Relawan OK, Luwuk, Indonesia

Educated students on online safety, digital ethics and responsible social media use, and led interactive discussions helping students recognise and respond to cyberbullying.