

DEVIKA RAMKARAN

Operations, Customer Experience & AI Automation Professional

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PROFESSIONAL SUMMARY

I am an Operations and customer-facing professional with 6+ years of high-stakes experience across banking, executive support, and AI-powered remote work. I Exceeded \$2M+ in annual sales and deposit targets while auditing 400+ loan packets monthly at 99.8% accuracy and zero confidentiality breaches at First Citizens Bank, advancing to Acting Supervisor with departmental oversight and training authority. I now pair that banking-grade discipline with a builder's mindset: shipped two production AI automation agents during a Wayfair externship that cut a 5-day research cycle to 15 minutes and replaced hours of manual moodboard sourcing with a sub-2-minute pipeline. Incoming Computer Science student at University of the People (2026) with IBM credentials in Cybersecurity, GRC, and Security Operations.

CORE COMPETENCIES

- Operations & Process Management
- Risk Analysis, Compliance & Verification
- Customer Service & Escalation Handling
- Executive & Administrative Support
- Sales & Business Development
- Training, SOPs & Knowledge Management
- CRM Testing & Vendor Coordination
- AI Tools, Automation & Prompt Engineering
- Reporting & Documentation
- Async, All-Remote Operating Style

PROFESSIONAL EXPERIENCE

AI Data Trainer | Invisible Technologies (Remote)

2024 – Present

- Maintain consistent on-time delivery across multiple concurrent assignments in a globally distributed, async-first team, operating with minimal supervision.
- Evaluate, structure, and quality-check high-volume datasets against strict client grading rubrics, producing audit-ready documentation as standards evolve to protect downstream data quality.

AI Engineering Extern | Wayfair (via Extern)

2026 – Present

- Built two end-to-end automation agents in n8n for Wayfair's Consumer Trend Discovery system, orchestrating Gemini, Mistral, Hugging Face FLUX, and Apify across a combined 70+ node pipeline.
- Moodboard Generator Agent: cut moodboard creation from hours of manual sourcing to under 2 minutes per run, fully automated end to end with zero manual steps between input and output.
- Market Trend Discovery Agent (73 nodes): compressed a 5-day manual research cycle to 10-15 minutes and quantified an 85% inventory gap against trending demand in a \$62.9B product category.

Launch Operations Manager | Confidential Client — Speaker / Coaching Business (Contract) 2026

- Supported the CEO and team across virtual event launches with 1,000+ live participants each, plus vendor coordination for a live event.
- Built a custom reconciliation script that automated attendee list cross-checking, eliminating manual review during live events with 1,000+ participants.
- Moderated Zoom webinars in real time, tracked attendees, and managed access permissions for paid tiers.
- Managed the CEO's inbox and calendar, domestic and international travel planning, vendor outreach, and cost research and comparisons.

Loans Supervisor (Acting) | First Citizens Bank Limited

2023

- Coordinated workloads for a team of 8-10 loans administration officers, ensuring 100% of operational deadlines were met through peak quarterly cycles.
- Implemented workflow improvements that sustained 95% departmental throughput, identified via weekly performance and exception reporting prepared for senior management.
- Standardized departmental procedures and delivered one-on-one and group training across the department on compliance protocols and new systems.

Loans Administration Officer | First Citizens Bank Limited

2021 – 2024

- Audited and processed 400+ loan packets monthly at 99.8% accuracy with full regulatory compliance, managing a live pipeline of 20-30 active cases against 24-hour turnaround targets.
- Exceeded annual sales targets of \$1M+ in loans and credit cards combined, plus \$1M+ in deposits — \$2M+ in personal revenue impact annually.
- Owned the full loan application lifecycle for consumer, mortgage, and business loans, including compliance audits, document verification, and debt service ratio validation, with zero confidentiality breaches across three years.
- Reorganized the digital record-keeping structure within the CRM, cutting document retrieval time by 15% across internal departments.
- Collaborated with the internal application development team on the proprietary CRM — documented bugs, defined requirements, and executed user acceptance testing.

Teller & Administrative Support | First Citizens Bank Limited

2018 – 2021

- First point of contact in a high-volume retail bank, resolving accounts, card, and transaction inquiries while passing 100% of internal audits on documentation and AML protocols.

SELECTED PROJECTS

- [Moodboard Generator Agent](#) (n8n + Gemini + Hugging Face FLUX) Wayfair externship. Cuts moodboard creation time from hours to under 2 minutes; zero manual steps end to end.
- Market Trend Discovery Agent (n8n, 73 nodes, Mistral + Apify) — Wayfair externship. Compresses a 5-day research cycle into 10-15 minutes; surfaced an 85% inventory gap in a \$62.9B category.
- Executive Operations Demo Systems (React/Vercel + Google Workspace) self-built showcase systems demonstrating zero-double-booking calendar architecture and an 80% correspondence-ghostwriting workflow.
- Attendee Reconciliation Script — automation tool that eliminated manual cross-checking during 1,000+ participant live events.

EDUCATION & CERTIFICATIONS

- BS Computer Science (in progress) — University of the People, enrolling 2026
- IBM: Governance, Risk, Compliance & Data Privacy; Security Operations and Management; Cloud Security; System and Network Security; Vulnerability Management (2026)
- Google Prompting Essentials — Google / Coursera (2025)
- CAPE (A Levels), University of the West Indies Open Campus
- EF SET English Certificate — C2 Proficient
- Project Management Foundations: Schedules — PMI / NASBA (2026)
- Enhance Custom GPTs with Zapier Actions — LinkedIn (2026)
- Get Started with Google Workspace Tools — Google (2025)
- Business Analysis & Process Management — Coursera (2025)
- Getting Things Done — LinkedIn (2026)
- Trello Essential Training — LinkedIn (2026)

TECHNICAL SKILLS

AI & Automation: Claude, ChatGPT, Google Gemini, Mistral, Hugging Face FLUX, Apify, prompt engineering, n8n, Make.com, Zapier, Airtable, multi-step AI pipelines, LLM orchestration

Building: React, JavaScript, Vercel, GitHub, HTML/CSS

Operations & CRM: HubSpot, Salesforce, Asana, Trello, Notion, proprietary core banking systems

Productivity: Google Workspace, Microsoft 365, Slack, Zoom, Microsoft Teams, Loom