

# Lesley Colon

AI Automation Engineer

colon.lesley.ai@gmail.com | 336-970-9828 | Nome, AK

LinkedIn: linkedin.com/in/lesleycolon | GitHub: github.com/lesleycolon-ai

## SUMMARY

AI Automation Engineer with 15+ years of client-facing experience across healthcare, insurance, SaaS account management, and retail operations. Builds practical AI-enabled workflows that reduce manual effort, improve data accuracy, and support stronger customer and operational outcomes. Hands-on experience with UiPath, Make, Zapier, Gemini AI, APIs, webhooks, document processing, and low-code/no-code automation.

## TECHNICAL SKILLS

**Automation & RPA:** UiPath Web Studio, UiPath Document Understanding, Zapier, Make, n8n, workflow design, low-code/no-code automation

**AI & Data:** Gemini AI, generative AI, prompt engineering, AI chatbots, sentiment analysis, document extraction/OCR, JSON

**Integrations & Business Tools:** APIs, webhooks, Google Workspace, Google Forms, Google Sheets, Google Drive, Gmail, Salesforce, HubSpot CRM, Microsoft Excel

**Operations:** Process analysis, business-process improvement, data analysis, stakeholder management, user training, onboarding

## SELECTED AUTOMATION PROJECTS

### Invoice Reporting Automation with UiPath [\[View Project\]](#)

UiPath Web Studio | Document Understanding | GenAI | Google Drive | Google Sheets

- Built an end-to-end RPA workflow that extracted invoice number, supplier, due date, and total amount from invoices in Google Drive; filtered invoices by due date; and wrote validated records to Google Sheets.
- Implemented a 0.70 confidence threshold to route low-confidence extractions for review and generated concise AI purchase descriptions; achieved 98%+ extraction accuracy in testing with approximately 10-second processing per invoice.

### Automated Feedback Analysis Workflow [\[View Project\]](#)

Make | Gemini AI | Google Forms | Google Sheets | Email Automation

- Built a Make workflow that captured feedback from Google Forms, used Gemini AI to classify sentiment and generate structured JSON summaries, and stored results in Google Sheets.
- Configured automated negative-feedback alerts with AI-generated summaries and review links; tested JSON parsing and sentiment-classification edge cases to improve workflow reliability.

### Weather-Based Sales and Staffing Automation [\[View Project\]](#)

Zapier | OpenWeather API | Gemini AI | Gmail | Webhooks

- Built a scheduled 7:00 AM Zapier workflow that retrieved weather data through the OpenWeather API and used Gemini AI to generate daily product, staffing, and promotion recommendations.
- Automated a manager-ready email and configured severe-weather alerts for temperatures above 91°F or weather descriptions containing rain or storms.

## **AI-Powered Customer Support Workflow Design** [\[View Project\]](#)

### **Process Analysis | AI Workflow Design | Chatbots | Agent Copilots | Governance**

- Analyzed a manual multi-channel support process and identified intake, ticket-assignment, and escalation bottlenecks affecting response speed and customer experience.
- Designed a future-state AI support workflow incorporating automated intake, classification, routing, chatbot self-service, agent assistance, notifications, feedback analysis, human escalation, and privacy considerations.

## **PROFESSIONAL EXPERIENCE**

### **Building Supply Specialist** | Grizzlys Building Supply | 02/2026 - Present

- Process 40–50 customer transactions daily, including orders, payments, product requests, and material charges totaling approximately \$25,000 per day, while supporting adoption of a computerized business system.
- Coordinate order fulfillment across sales, freight, inventory, and delivery to maintain accurate order information, reduce handoff issues, and support efficient fulfillment.
- Identify recurring operational tasks and opportunities for process standardization and future automation.

### **Insurance Sales Account Manager** | Complete Senior Benefits | 11/2023 – 01/2026

- Increased Medicare client retention by 15% while managing 120+ accounts through tailored client support and CRM-based workflows.
- Reduced billing and contract escalations by 25% and shortened support-resolution time by 20% using standardized workflows and Salesforce.

### **Account Executive** | Dun & Bradstreet | 09/2019 – 05/2023

- Grew portfolio revenue 20% year over year while managing 80–100 B2B client accounts.
- Shortened sales cycles by 15% and decreased churn by 18% through proactive account management, technical support, and CRM-driven processes.

### **PRO Sales Associate** | Home Depot | 02/2016 – 12/2019

- Drove 12–15% YoY PRO segment sales growth, managing 70+ contractor/business accounts.
- Reduced order errors and delivery delays by 20% while increasing repeat business by 15% through personalized project support.

## **LANGUAGES**

**English and Spanish — Fluent**

## **EDUCATION**

TripleTen | **AI Automation Certificate** | 02/2026

B.A., International Global Studies, Biology Concentration | University of North Carolina at Greensboro | Expected 12/2026