

# UWEM FIDELIS JOSEPH

Senior Automations Engineer | Remote

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## PROFESSIONAL SUMMARY

Senior Automations Engineer with **6+ years of engineering experience**, including 3+ years of dedicated automation specialization, designing and implementing intelligent automation workflows and AI-powered systems across **healthcare, logistics, and workforce development**. Expert in building event-driven architectures, API-first automation solutions, and LLM-integrated workflows using **Make (Integromat), n8n, Zapier, Google Apps Script**, and custom scripting with **Node.js, Python**. Proven track record of reducing operational overhead by **85%**, automating **10,000+ monthly workflows**, and delivering scalable automation infrastructure processing **500K+ events monthly** with **99.8% reliability** on AWS, serverless, and cloud-native platforms.

## IMPACT AT A GLANCE

500K+ events/month processed	99.8% workflow completion rate
85% reduction in manual overhead	50,000+ webhook events/month handled
10,000+ workflows automated monthly	99.9% notification delivery success
100% HIPAA compliance maintained	65% improvement in patient engagement

## CORE COMPETENCIES

AI & Intelligent Automation · Workflow Orchestration & Event-Driven Systems · API Design & Integration Engineering · LLM Integration & Prompt Engineering · Backend Automation Architecture · Serverless & Cloud Infrastructure · HIPAA-Compliant Systems · Real-time Data Processing · CI/CD & DevOps Automation

## AUTOMATION TOOL EXPERTISE

**No-Code/Low-Code Platforms:** Make (Integromat), n8n, Zapier — expert-level, 2+ years at production scale

**Custom Automation Development:** Node.js, Python — custom automation engines, API integrations, workflow orchestration

**AI & ML Integration:** OpenAI, LLM APIs, prompt engineering for intelligent automation

**Cloud-Native Automation:** AWS Lambda, EventBridge, Step Functions, Kubernetes-containerized workflows

## PROFESSIONAL EXPERIENCE

### Senior Automations Engineer — Healthcare Systems

Evercare Therapeutic Services · Texas, USA (Remote, Contract) · Mar 2023 – Oct 2024

Building HIPAA-compliant automation systems for mental health services serving Medicare, Medicaid, and major insurance providers.

- Architected HIPAA-compliant patient referral automation processing **2,000+ monthly referrals** with **72-hour scheduling guarantee**.
- Built intelligent email automation via Resend API for patient communications, improving engagement by **65%**.
- Designed event-driven referral routing system (Node.js) with specialty/insurance/availability triage at **99.5% accuracy**.
- Implemented PHI encryption and audit logging pipelines maintaining **100% HIPAA compliance**.
- Developed automated insurance verification integrating Medicare, Medicaid, and commercial payers — reduced manual verification by **80%**, eliminated **95% of eligibility errors**.
- Built real-time care coordinator notification system (webhooks + SMS), cutting response time from **24 hours to 15 minutes**.
- Engineered automated patient intake workflow handling **500+ weekly submissions** with form validation, document processing, and case assignment.
- Implemented comprehensive CloudWatch monitoring achieving **<5 minute mean time to detection**.

**Stack:** Node.js · FastAPI · AWS (Lambda, DynamoDB, S3, EventBridge) · Resend API · PostgreSQL · Redis · Docker · OAuth2

### Lead Automations Engineer — Workforce Development

BillionMinds · USA (Remote, Contract) · Aug 2024 – Dec 2025

AI-powered workforce development automation for enterprise clients including Gusto, Linde, and Tealium.

- Engineered Airtable automation system via Make.com automating **8,000+ monthly content workflows** for **2,000+ learners**.
- Built ActiveCampaign marketing automation with multi-stage campaigns and behavioral triggers, improving course completion by **45%**.
- Designed Accredible credential automation issuing **500+ digital certificates monthly** with zero manual intervention.
- Developed intelligent learner journey automation with decision-tree logic achieving **90%+ user satisfaction**.
- Implemented Google Workspace provisioning automation, reducing onboarding time by **75%**.
- Built AI-powered content recommendation engine (OpenAI API) achieving **85% adoption rate**.
- Engineered scalable webhook infrastructure handling **50,000+ monthly events** with guaranteed delivery and retry logic.
- Established CI/CD pipeline for automation workflows with version control, test environments, and automated rollback.

**Stack:** Make.com · Airtable API · ActiveCampaign · Accredible API · OpenAI API · Google Workspace APIs · Node.js · Python · AWS Lambda · PostgreSQL

## Lead Automations Engineer — Logistics Operations

*Hilogisticz · UK (Remote, Contract) · Dec 2025 – Present*

Real-time notification and operations automation for removal and transportation services across Greater London.

- Architected n8n + Telegram notification system delivering **400+ monthly quote alerts** in **<30 seconds**.
- Built driver onboarding automation (document validation + provisioning) reducing processing from **3 hours to 15 minutes**.
- Designed event-driven quote processing pipeline with webhook triggers, CRM logging, and sales assignment automation.
- Implemented multi-channel notification router (Telegram, SMS, Email) with priority rules and fallback — **99.9% delivery success**.
- Developed automated document verification (OCR + rule-based) for driver licenses, insurance certificates, and vehicle registrations.
- Created booking confirmation automation processing **200+ monthly bookings** with payment verification and calendar sync.
- Implemented idempotent webhook handling with deduplication and transaction logging, preventing duplicate events.
- Built customer feedback workflow with sentiment analysis maintaining **4.9/5.0 satisfaction rating**.

**Stack:** n8n · Telegram Bot API · Node.js · PostgreSQL · Redis · Docker · AWS EC2 · OAuth2

## EDUCATION

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**Bachelor of Engineering (B.Engr.)** — Electrical/Electronics Engineering · University of Uyo

## AVAILABILITY

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Available for **Senior Automations Engineer** roles focusing on AI-powered automation, event-driven architectures, API integration, and intelligent workflow orchestration. Open to remote opportunities in **healthcare, SaaS, fintech, logistics, or enterprise software**.

**Ideal Role:** Lead automation initiatives, architect scalable infrastructure, integrate AI/LLM capabilities, and mentor engineering teams on automation best practices.