

MONTAHE EZZINE

AI Automation Specialist

ezzinemontahe@gmail.com | +216 27522296 | Ariana, Tunis Governorate

PROFESSIONAL SUMMARY

2nd-year Computer Networks & Systems student with production experience in AI automation and systems integration. Designs and deploys intelligent workflows connecting LLMs, APIs, and CRMs to automate real business processes delivered to paying clients. Networking background provides infrastructure depth uncommon in automation roles. Trilingual: Arabic, French, English.

WORK EXPERIENCE

AI Automation Specialist

2026 – Present

Upwork (Freelance)

- Built a complete B2B email prospecting system for a Swiss client: n8n workflow, per-contact LLM personalization (Groq), Brevo sending, Google Sheets CRM managing 104 contacts, automated 3-email sequences
- Developed a scraping module: JSON-LD extraction (name, address, phone, website), Hunter.io email enrichment, automatic CRM population
- Built IMAP reply detection workflow: LLM classification (positive/negative/neutral), automatic CRM status updates, instant notification on positive replies
- Deployed a production Telegram AI support bot with conversational memory, FAQ matching, escalation detection, and Google Sheets logging running 24/7 on DigitalOcean with nginx and PM2
- Integrated HubSpot CRM via Private App Token: webhook lead capture, automatic contact creation and tagging, tested end-to-end in production via Postman
- Managed full server infrastructure: nginx, Certbot SSL, PM2, custom domains, Railway to DigitalOcean migration

Trilingual Customer Support Agent

2025

Concentrix – Uber Eats, Tunis

- High-volume customer support in Arabic, French, and English via live chat and ticketing systems
- Liaison between customers and delivery partners for rapid incident resolution; strict SOP documentation
- Ranked top 3 in speed and efficiency; managed complex escalations

EDUCATION

Bachelor of Network & Computer Systems

2024–2027

Institut Supérieur d'Informatique de Tunis (ISI)

SKILLS

Automation : n8n · Make.com · REST APIs & Webhooks · Brevo · Google Sheets API · HubSpot CRM API · IMAP/SMTP · Hunter.io

AI & LLM : Groq API · OpenAI API · Anthropic API · Prompt Engineering · LLM Classification

Infrastructure : Linux Ubuntu · nginx · Certbot SSL · PM2 · DigitalOcean · Railway · Git · Postman

Development : Python · JavaScript · Next.js · Spring Boot · MySQL

Networks : TCP/IP · DNS · DHCP · VLANs · OSPF · Cisco Packet Tracer · GNS3 · Nmap · Wireshark

PROJECTS

- **AI B2B Email Prospecting System 2026** : End-to-end pipeline for a Swiss client: contact scraping, email enrichment, LLM personalization, automated sending, 5-status CRM, follow-up sequences, IMAP reply detection with AI classification
- **Telegram AI Support Bot 2026** : Production conversational bot with session memory, FAQ matching, escalation detection, full logging. Deployed nginx + PM2 on DigitalOcean
- **HubSpot CRM API Integration 2026** : Webhook lead capture, automatic contact creation and tagging. Tested in production
- **Python Lead Automation Script 2025** : CSV to LLM to CSV pipeline: personalized outreach at scale. Reusable patterns: error handling, rate limiting, multi-API chaining
- **AI-Powered Portfolio Website 2026** : Portfolio with embedded AI chatbot | ezzinemontahe.tech

CERTIFICATIONS

- CCNA 1 Certification (2026)
- Business Communication , HP LIFE (2023)
- Business Email , HP LIFE (2023)
- Effective Presentation , HP LIFE (2023)

LANGUAGES

Arabic : Native

French : Fluent

English : Fluent (C1)