Devon Clemente

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Summary

AI Process Automation Specialist with hands-on experience building intelligent chatbots and workflow optimization, backed by 9+ years managing multi-million dollar operations. Previously achieved 75% delivery improvements and 25% business growth through systematic process design and team coordination across 25 two-person crews. Proven ability to identify real operational bottlenecks and build working AI solutions — including an inventory reconciliation system with 98% accuracy and a CI/CD pipeline with automated security scanning.

Technical Skills

AI & Automation: Workflow Automation (Make, Zapier, n8n), Robotic Process Automation (UI Path), Prompt Engineering (Gemini, ChatGPT), AI Chatbots, Process Mining & Analysis (Miro), CRMs (HubSpot – Customer Relationship Management)
Technical: System Integration (APIs, Webhooks), Google Suite, Microsoft Office Suite (Advanced Excel), Inventory Management Systems
Professional: Business Process Improvement (BPI), Stakeholder Management, Data Analysis, User Training & Onboarding, Operations Analytics, Digital Transformation, Project Management, Team Leadership, Route Optimization

Technical Projects

AI-Powered Inventory Reconciliation System (98% Accuracy) | Demo |
Problem:
Auto parts warehouse processed 35-50 documents weekly with 2-3 month reconciliation delays, causing stockouts and phantom inventory searches taking up to 1 hour each.
Solution:
- Developed Make.com workflow using Google Gemini to extract data from packing slips and pick tickets with confidence-based quality control
- Automated real-time inventory updates with transaction logging and low-stock alert system
- Implemented dual-path routing: high-confidence extractions (≥0.7) auto-process, low-confidence routes to manual review queue

Value Added:
- Eliminated 2-3 month reconciliation delay with real-time tracking of 35-50 weekly documents
- Reduced manual review time by 3 hours daily while maintaining 98% extraction accuracy
- Confidence-based routing reduced rework by 40% and prevented costly stockout situations

UiPath RPA Invoice Automation with Document Understanding | Demo |
Problem:
Manual invoice processing required 30-45 minutes per batch, with high risk of data entry errors and missed payment deadlines.
Solution:
- Built UiPath robot using AI Document Understanding to extract invoice data (number, supplier, due date, amount) from PDFs with confidence scoring
- Implemented intelligent routing system that auto-processes clear invoices and flags unclear documents for manual review
- Created automated filtering to exclude invoices outside configurable deadline window.

Value Added:
- Reduced processing time from 30-45 minutes to under 2 minutes per batch
- Eliminated manual data entry errors through AI validation and confidence thresholds
- Scalable solution processes 6 or 600 invoices in same runtime with built-in audit trail

Customer Service AI Chatbot (95% Success Rate) | Live Demo |
Problem:
Front-desk staff in the hospitality industry were overwhelmed with repetitive guest inquiries, affecting service quality and response times.
Solution:
- Developed a Zapier-based chatbot powered by AI and trained on hotel FAQ data.
- Automated the response flow to minimize staff involvement in routine inquiries.

Value Added:
- Offered 24/7 guest support without increasing staffing costs.
- Reduced front-desk workload, allowing staff to focus on high-value guest services.
- Enhanced guest satisfaction by providing immediate and accurate information.

Multi-System Automation Platform | Demo |
Problem:
Manual collection and analysis of customer feedback led to delays in addressing customer issues and missed opportunities for improvement.
Solution:
- Developed a real-time, end-to-end system in Make.com to automate the processing of Google Forms submissions.
- Integrated Google's Gemini AI for sentiment analysis and summarization of feedback.
- Built a conditional routing system that triggers Gmail alerts for negative sentiment, enabling immediate triage.
Value Added:
- Enabled proactive customer service by transforming unstructured data into actionable insights.
- Reduced manual workload and response time to at-risk customers.

Weather-Based Kiosk Automation
Problem:
Retail operations lacked a dynamic strategy to adapt to daily weather fluctuations, impacting sales and staffing efficiency.
Solution:
- Created a Zapier automation using Webhooks to fetch real-time weather data from an API.
- Deployed a Gemini AI agent to interpret weather data and generate strategic recommendations.
- Implemented conditional paths to escalate alerts for severe weather conditions.
Value Added:
- Enabled weather-informed decision-making for staffing, marketing & inventory focus.
- Improved operational agility and reduced risks associated with sudden weather changes.
- Increased sales potential through better alignment of resources with weather-driven customer behavior.

AI Tool Comparison: Interactive Board Game Build | Live Demo · Case Study
Problem:
Needed to evaluate AI-assisted development approaches by digitizing a physical board game for remote play across the country.
Solution:
- Designed identical PRD prompts for ChatGPT and Claude, fed both into Lovable (no-code platform), and compared outputs across UX, gameplay accuracy, and visual design
- Used Claude Code to resolve bugs, patch security vulnerabilities, and harden the winning build for production
- Built a Harness CI/CD pipeline with parallel OWASP, OSV, and Semgrep security scanning with severity-based build gates
Value Added:
- Published methodology as a case study comparing AI tools for practical development decisions
- Delivered a live, playable React/TypeScript application with automated security scanning and full test coverage

Professional Experience

Director of Warehouse Operations/Inventory Management - Air Brake & Equipment   01/2023 - Present
- Streamlined warehousing operations measured by 20% improvement in inventory accuracy by implementing systematic control protocols and automated tracking systems for automotive industry applications
- Optimized distribution logistics measured by 15% reduction in delivery time by redesigning warehouse layout and implementing digital inventory management systems
- Enhanced operational efficiency measured by 25% cost reduction by analyzing workflow bottlenecks and implementing process automation solutions

Education

AI Automation Certificate, TripleTen   2025
Business Administration, Kent State University, Kent, OH