



ZAHURUL ISLAM

AI AUTOMATION & INTEGRATION ENGINEER

E-commerce Operations Automation | n8n | Zoho One | Shopify | APIs | AI Agents

Dhaka, Bangladesh · Remote

AVAILABLE US EST/PST & EU HOURS

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[Portfolio](#) | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL PROFILE

Automation and integration engineer with **3+ years of experience building production systems** across n8n, Zoho One, ecommerce platforms, APIs and AI-assisted workflows. I connect storefronts with CRM, inventory, finance, support and fulfilment systems, with an emphasis on **reliable execution, recoverable failures and clean operational handover**. Software-development background in Node.js and React.

CORE EXPERTISE

E-COMMERCE & ERP INTEGRATION	Shopify, BigCommerce, WooCommerce → Zoho CRM, Inventory, Books and Desk
AUTOMATION & ORCHESTRATION	n8n, Zapier, Pipedream, Zoho Flow, Monday.com, webhook and scheduled workflows
AI & AGENT WORKFLOWS	LLM/GPT APIs, n8n AI Agent, multi-step chaining, structured outputs and review controls
INTEGRATION ENGINEERING	REST APIs, webhooks, OAuth 2.0, retries, idempotency, logging and error alerting
ZOHO ECOSYSTEM	CRM SDK and widgets, Books, Inventory, Desk, Analytics, Flow, Catalyst and Commerce
DEVELOPMENT	JavaScript, Node.js, Express, React, Next.js, PostgreSQL, MySQL, MongoDB, Prisma and Git

PROFESSIONAL EXPERIENCE

Zoho Automation & Integration Engineer — **WeNexus**

2024 - PRESENT

- Built a production **multi-step AI-agent workflow in n8n** for research, content planning, internal-link suggestion, schema generation and automated content auditing.
- Integrated **Zoho CRM, Inventory, Books and Desk** with Shopify, BigCommerce and WooCommerce to centralize sales, finance, fulfilment and customer operations.
- Built **Shopify-to-Zoho Inventory order routing** with retry logic, idempotent writes and failure alerts to reduce manual entry and protect against duplicate processing.
- Designed a **wholesale abandoned-cart recovery workflow** that creates Sales Orders, Invoices, Desk tickets and CRM follow-up records across ecommerce and Zoho systems.
- Developed **Zoho CRM widgets** and operational automations for lead conversion, support actions, validation, barcode/PDF generation and analytics reporting.

Software Developer — **Merinasoft Ltd.**

2023 - 2024

- Developed and maintained **production web applications** with React, Node.js, Express and MongoDB, including REST API and database integration work.
- Collaborated across frontend and backend delivery, state management, query optimization and application performance improvements.

ENGINEERING APPROACH

Process first

Map the business flow before choosing tools.

Production safe

Retries, validation and duplicate protection.

Observable

Errors become alerts, tickets and traceable runs.

Maintainable

Clear workflow structure, documentation and handover.

● SELECTED WORK

Shopify Orders → Zoho Inventory

N8N • SHOPIFY ADMIN API • ZOHO INVENTORY • WEBHOOKS

Webhook-driven order routing with validation, retry-with-backoff, failure alerts and duplicate-safe replay.

AI Content Operations Pipeline

N8N AI AGENT • LLM/GPT APIS • STRUCTURED OUTPUTS

Multi-stage agent workflow connecting research, outlines, internal linking, schema generation and automated audit before human review.

Zoho CRM Workflow & Widgets

ZOHO CRM SDK • CUSTOM WIDGETS • DELUGE

Operational tools for wholesale lead conversion, support-ticket creation, junk-lead handling and email validation.

Wholesale Abandoned-Cart Recovery

BIGCOMMERCE • WOOCOMMERCE • ZOHO CRM • BOOKS • DESK

Cross-platform recovery flow that turns an abandoned wholesale cart into coordinated sales, finance, support and CRM follow-up.

Barcode & Document Automation

MONDAY.COM • N8N • ZOHO CATALYST

Status-driven barcode and PDF generation with completed files written back to the originating project-board item.

Resort Management Platform

REACT • NODE.JS • MONGODB • PRISMA

Production web platform work supporting booking, payment and transaction workflows for a vacation-resort operation.

● ZOHO SPECIALIZATION

CRM & SALES OPERATIONS

CRM SDK, custom widgets, lead workflows, deals, account/contact processes and support actions

BOOKS & INVENTORY

Sales orders, invoices, inventory flows, stock-related processes and ecommerce synchronization

DESK & CUSTOMER OPERATIONS

Ticket creation, workflow handoffs and support-related automation connected to CRM and ecommerce data

ANALYTICS, FLOW & CATALYST

Operational reporting, orchestration, document automation and custom server-side services

● ADDITIONAL SHIPPED WORK

Unified operations hub

Zoho One + Shopify + BigCommerce + WooCommerce

Zoho Analytics reporting

Carton cost, vendor pivots and SKU-level sales

Sales order → invoice automation

Zoho Inventory + finance workflow

Custom middleware services

Node.js + REST APIs + OAuth 2.0

● BEST-FIT ENGAGEMENTS

E-commerce Ops

Order, inventory and fulfilment automation

Zoho Integration

CRM, Books, Inventory and Desk workflows

n8n & APIs

Reliable orchestration and custom integrations

AI Workflows

Agent pipelines with structured handoffs and review

● EDUCATION

MSS, Economics

Begum Rokeya University, Rangpur | 2022

BSS, Economics

Begum Rokeya University, Rangpur | 2020

● PORTFOLIO

PROJECT CASE STUDIES & WALKTHROUGHS

Workflow recordings, live examples and technical case studies: zahurul-islam.netlify.app

Open to remote contract, long-term integration and full-time engineering opportunities.

