

BRIAN PALMA

AI-Powered Executive Assistant & Automation Engineer

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PROFESSIONAL SUMMARY

AI-powered Executive Assistant and operations partner for founders and C-level executives. Combines rigorous executive support (high-volume calendar, inbox triage, travel, and investor relationship management across time zones) with hands-on AI building, designing agents and automated workflows using n8n, Claude, GPT, and Zapier. Operates with extreme ownership and zero dropped balls, turning repetitive executive work into measurable time savings while coordinating across sales, marketing, recruitment, and finance teams.

CORE SKILLS

Executive Support: Calendar & Schedule Management, Inbox Triage & Email Management, Travel Coordination, Meeting Prep & Pre-Meeting Briefs, Start-of-Day Briefings, Investor & VC Relationship Management, Event Coordination, Stakeholder Communications, Cross-functional Coordination

AI & Automation: AI Agent Orchestration, Workflow Automation, n8n, Zapier, Custom GPTs, LLM Integration (Claude, GPT, Gemini), OCR & Intelligent Document Processing, RAG, Python, API Integrations, BPA/RPA, Meeting-Note & Action-Item Automation

Tools & Platforms: Google Workspace, Microsoft 365, Slack, Notion, Asana, HubSpot, GoHighLevel, Calendly, Odoo, Stripe, Float

WORK EXPERIENCE

Automation Engineer

Client Engagement (Confidential) | Mar 2026 - Jun 2026

- Built and deployed AI agents and automated workflows that replaced manual, repetitive operational processes with reliable end-to-end automation.
- Designed multi-step automations pairing LLM reasoning (Claude, GPT) with deterministic execution, integrated across core business systems and APIs.
- Implemented OCR and LLM-validated document-processing pipelines to speed up operational throughput and cut manual data handling.
- Worked cross-functionally to identify high-leverage automation opportunities, scope solutions, and measure time saved per workflow.

AI Workflow Automation Specialist

Freelance | Jan 2025 - Present

- **Reduced manual invoice processing by 60%** by designing AI and n8n workflows integrated with OCR, GPT-based agents, and cloud storage.
- Built AI agents for inbox classification, meeting-note extraction, action-item capture, and CRM updates that automate recurring executive workflows.
- Orchestrated cross-platform integrations (Gmail, Outlook, Google Drive, Slack, Stripe, Float) for seamless end-to-end automation and intelligent document processing.
- Developed a RAG-powered knowledge base with vector search and automated ingestion, achieving **85-92% answer accuracy** on internal FAQs.

Executive Partner

Athena (Oraz PH) | Jun 2024 - Jan 2025

- Served as the operating partner to senior executives, owning calendar, inbox, and communications end-to-end to protect focus time and keep priorities on track.
- Managed scheduling, meeting prep, and travel coordination across time zones, and automated recurring scheduling and task workflows.
- Tracked deliverables and coordinated cross-functional teams to keep projects on schedule and within scope; delivered market research to support executive decisions.

Sales Associate

Nokia Shanghai Bell Phils Inc | Jul 2021 - Jun 2024

- Coordinated leadership schedules, travel, and stakeholder communications across time zones, supported by CRM automation and process tools.
- **Drove sustained 20% annual growth** by spearheading new opportunities and negotiating pivotal contracts.

Strategic Account Manager

Glo-cal Advanced Systems Inc. | Mar 2019 - Jul 2021

- Managed end-to-end sales pipelines and built strategic account and go-to-market plans, strengthening client partnerships and long-term retention.

Interim Project Manager

Philippine Medical Depot | Aug 2018 - Feb 2019

- Led a medical equipment deployment from inception to launch, managing planning, vendor coordination, and cross-team execution on schedule and within budget.

Business Development Manager

WBP Services (Family Owned) | Sep 2015 - Aug 2018

- Grew a customer community and guided sales and marketing teams through training and support initiatives, driving new business opportunities.

Service Engineer / Sales Engineer

MEDEV Medical Devices Corp. | Feb 2014 - Sep 2015

- Managed maintenance, troubleshooting, and regulatory compliance of medical devices, and led product demos and pre/post-sales support.

EDUCATION

Bachelor of Science in Electronics Engineering

De La Salle University - Dasmarias, Cavite | 2008 - 2013

CERTIFICATIONS & TRAINING

AI Workflow Automation Specialization - Self-directed, 2025

n8n orchestration, Zapier, LLM integration (Claude, Gemini, GPT), OCR pipelines, API design, and multi-agent architecture.

Prompt Engineering & LLM Application Development - Self-directed, 2024-2025

Structured prompting, retrieval-augmented generation (RAG), multi-agent orchestration, and production LLM integration patterns.

HubSpot CRM & Inbound Marketing - HubSpot Academy

n8n Workflow Automation - n8n.io, 2025

Python for Automation & Scripting - Self-directed, 2024

Electronics Engineering Licensure - PRC, Philippines, 2013