

Syed Farman Ali Naqvi

AI Automation Engineer | Agentic Workflows & Full-Stack Developer



Automation Engineer with 7+ years in IT, specializing in **AI-driven automation** — building agentic n8n workflows and LLM-powered agents that autonomously handle operations, support and reporting tasks across an organization. I connect Salesforce, QuickBooks Online, Geotab and Google Workspace into self-running pipelines, develop MyGeotab marketplace add-ins, and engineer full-stack tooling — turning repetitive manual work into intelligent, self-operating systems.

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WORK EXPERIENCE

Automation Engineer

Dynasty Communications — Geotab Reseller (US)

01/2026 – Present

Remote · Karachi, Pakistan

- Design **agentic AI automation with n8n** — self-hosted workflows and LLM-powered agents that autonomously triage support cases, sync records, draft communications and generate reports, cutting hours of manual operations work each week.
- Build & maintain Salesforce solutions using **Apex, Lightning Web Components and Flow Builder** — case-management automation, validation rules, custom triggers, and an executive LWC dashboard for tracking automation projects.
- Develop **MyGeotab / MyAdmin marketplace add-ins** in vanilla JavaScript (fully CSP & Trusted-Types compliant) — e.g. a bulk group-deletion tool and dispatch / delivery-form apps for fleet clients like Venture Trailers & ClearDefense Pest.
- Engineer automated workflows with **Google Apps Script & REST APIs** — QuickBooks Online product sync, sales tracking, and automated session-time & mileage reporting for the whole team.
- Integrate the **QuickBooks Online API** for automated invoicing & financial reporting; generate dynamic PDF invoices/POs in **Python (ReportLab / WeasyPrint)** and run self-hosted infra on **Docker + PostgreSQL**.

IT / Network Support Technician (Tier 2)

Contour Software (IDS Division)

03/2022 – 12/2025

Karachi, Pakistan

- Handled escalated Level-2 technical issues requiring deeper, more personalized troubleshooting for enterprise clients.
- Onboarded and trained all incoming junior support specialists; escalated only the most critical tickets to Level 3.
- Resolved 99% of Level-2 tickets without needing to escalate to Level-3 engineers.

IT / Network Support Technician (Tier 1)

Contour Software (IDS Division)

03/2021 – 02/2022

Karachi, Pakistan

- Diagnosed and resolved client issues remotely via Bomgar; installed client software & peripherals on new workstations.
- Prioritized server-down tickets with prompt response and configured cloud-server backups using Live Data Vault.
- Created and maintained Knowledge-Base articles & FAQs for end-user self-service.

Customer Support Analyst

Contour Software (IDS Division)

11/2018 – 02/2021

Karachi, Pakistan

- Investigated, managed and closed client support issues related to application databases & functionality.

SKILLS

AI Automation & Agentic Workflows

n8n (Agentic AI)

LLM / AI API Integration

Salesforce (Apex / LWC / Flow)

JavaScript

Node.js

HTML5 & CSS3

Google Apps Script

REST API Integration

QuickBooks Online API

MyGeotab / MyAdmin API

Python (PDF Automation)

PostgreSQL / SQL

Git & GitHub

WordPress / Elementor

CERTIFICATIONS

Geotab GO Focus Family — Certified

Sales · Technical · Support tracks

Google IT Support — Certified

Google / Coursera

DevOps Toolchain

Linux, Git, Docker, Kubernetes, Ansible, Jenkins, Grafana, Terraform

Microsoft Certified System Expert (MCSE)

Computer Collegiate

LANGUAGES

English

Full Professional Proficiency

Urdu

Native Proficiency

INTERESTS

Learning New Technologies · Business Automation & AI · Open-Source Add-in Development · New Gadgets

- Applied technical aptitude across operating systems, PCs and printers while meeting all defined service levels.

Business Center Executive

Jazz (Previously Mobilink)

10/2012 – 10/2018

Karachi, Pakistan

- Delivered face-to-face customer service, resolved queries and handled cash & financial transactions.
- Managed vendor SLAs and ensured smooth functioning of hardware & software at the client end.

SELECTED PROJECTS

Agentic AI Operations Assistant

n8n · LLM Agents · Salesforce / QuickBooks / Geotab

- Self-hosted n8n workflows with AI agents that autonomously read from Salesforce, QuickBooks & Geotab, make decisions, draft responses and post updates — automating recurring operations & reporting tasks end-to-end.

MyGeotab Group-Deletion Add-in

Vanilla JavaScript · GitHub Pages · Geotab Marketplace

- Self-contained add-in with cascade-delete logic, 8-retry handling & color-coded execution log; fully CSP / Trusted-Types compliant. github.com/FarmanNaqvi/Delete-Groups-MyGeotab

Venture Trailers Dispatch & Delivery Suite

MyGeotab Add-in · JavaScript · Google Apps Script

- Multi-page add-in (dispatch, reports, driver delivery forms) with a Google Apps Script + Sheets licensing backend and driver auto-identification.

Salesforce Automation Dashboard

Lightning Web Component · Apex

- Executive LWC + Apex controller surfacing real-time portfolio health, KPI deltas, health-colored progress bars and risk chips for open automation projects.

QuickBooks ↔ Google Sheets Sync Engine

Google Apps Script · QuickBooks Online REST API

- Automated daily product sync, invoice building and financial reporting between QuickBooks Online and the team's Google Sheets workspace.

EDUCATION

MA — International Relations

University of Karachi

02/2016 – 05/2018

Karachi, Pakistan

Bachelor of Commerce (B.Com)

University of Karachi

03/2011 – 05/2015

Karachi, Pakistan

Intermediate — Commerce

Govt. Boys College

04/2008 – 06/2010

Karachi, Pakistan

Matriculation — Computer Science

National High School

02/2007 – 08/2008

Karachi, Pakistan