

SYIRE VONN BLU

AI Integration Specialist

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PROFESSIONAL SUMMARY

AI Integration Specialist with a foundation in technical support, customer operations, and financial services. Builds practical AI-powered workflows that reduce repetitive work, connect systems, and make information easier to use. Experienced with generative AI, APIs, automation platforms, process analysis, troubleshooting, and user support.

TECHNICAL SKILLS

AI & Automation	Make, Zapier, n8n, UiPath, prompt engineering, ChatGPT, Gemini, AI chatbots, CRM automation, process mapping
Technical	APIs, webhooks, JSON, Python fundamentals, Google Workspace, Microsoft Office, no-code/low-code development, system diagnostics
Professional	Business process improvement, stakeholder support, data analysis, documentation, user training and onboarding

SELECTED AI & AUTOMATION PROJECTS

Divine 711 Kulture - Emotional Chakra Alignment Experience | May 2026 | [View Project](#)

An AI-powered healing experience that helps users identify emotional cycles, understand survival responses, and move through a guided chakra journaling journey.

Automated Feedback Analysis System | 2026 | [View Project](#)

Built a workflow with Google Forms, Make, and Gemini AI that analyzes customer sentiment and produces real-time summaries for faster decisions.

24/7 Chatbot Support Optimization System | 2026 | [View Project](#)

Developed an AI chatbot with Zapier, OpenAI, APIs, and a structured knowledge base to answer routine questions consistently around the clock.

AI-Powered Local Business Landing Pages | 2026 | [View Project](#)

Designed AI-assisted landing pages in Lovable with clear messaging, strong calls to action, and user-friendly layouts for local service businesses.

AI-Powered Apartment Maintenance Request Management System | 2026 | [View Project](#)

Built an end-to-end workflow that collects maintenance requests, uses OpenAI to classify urgency and department, logs each request, and routes team notifications.

Automation of Weather-Based Sales and Staffing Decisions | April 2026 | [View Project](#)

Built an automation that analyzes real-time weather data and delivers daily product, staffing, and promotion recommendations for faster planning.

PROFESSIONAL EXPERIENCE

Multi-Channel Financial Associate II | Fidelity Investments | Remote | 11/2021-06/2025

- Assisted clients with investment accounts, retirement planning, and brokerage services while following financial-service regulations.
- Used CRM systems and internal collaboration to resolve inquiries accurately and efficiently.
- Documented client interactions and maintained data accuracy in a high-volume environment.

Client Care Representative II / Card Payment Service Technician | Pivotal Payments | 07/2011-10/2018

- Troubleshoot payment-terminal issues across phone, email, and online support channels, reducing merchant downtime.
- Programmed and configured devices for dial-up, SSL, IP, and wireless communication protocols.
- Maintained accurate MIS documentation and coordinated escalations with internal teams.

Technical Support Call Center Representative III | Fifth Third Processing Solutions | 09/2007-07/2011

- Resolved complex merchant-service and operational issues across multiple systems and databases.
- Performed advanced troubleshooting and programming of credit-card terminals.
- Maintained strong productivity, documentation, and service standards in a fast-paced call-center environment.

EDUCATION

- AI Automation Certificate, TripleTen, 2026
- Associate's Degree in Technical & Network Support, Antonelli College, 2010

ADDITIONAL CERTIFICATIONS

- Intro to AI for Digital Marketing, Davidson College / Universidad Galileo, 2025
- AI for Marketing Strategy and Creativity, Davidson College / Universidad Galileo, 2025
- AI Technology for Marketing Optimization, Davidson College / Universidad Galileo, 2025