

HATIM TOOR

AI Automation Engineer · Agentic Systems Architect · GHL CRM Specialist · Workflow Engineer

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PROFESSIONAL SUMMARY

AI Automation Engineer and Agentic Systems Architect with 3+ years of hands-on experience building production-grade automation systems for US and GCC clients. Deep expertise in GoHighLevel (GHL) CRM — delivered full sub-account builds from scratch including pipeline architecture, custom fields, tags, A2P SMS compliance, calendar setup, and 11+ production workflows covering the complete booking lifecycle (DND/compliance, appointment booking, no-show handling, nurture sequences, follow-up, Slack notifications, and tracking). Built and deployed Hermes Agent (33 tools, 258 skills) generating 200 verified leads/day, ClipForge (monetised SaaS, Lemon Squeezy payments, Oracle Cloud), and fully autonomous YouTube content pipelines producing 8 videos/day at \$0/month. Fluent across n8n, LLM APIs (Claude, OpenAI, Groq), RAG architecture, VAPI voice AI, WhatsApp Business API, and multi-agent orchestration.

CORE COMPETENCIES

GoHighLevel (GHL) Sub-Account Build · Workflow Automation · A2P SMS Compliance · Pipeline Architecture · n8n Automation · Multi-Agent Systems · LLM Integration · RAG Architecture · VAPI Voice AI · WhatsApp Business API · YouTube Automation · SaaS Development · REST API Design · CRM Design (GHL, ActiveCampaign) · Team Leadership · Process Optimisation

TECHNICAL SKILLS

GHL / CRM: GoHighLevel — full sub-account builds, pipelines, custom fields, tags, calendars, A2P SMS, workflow automation, DND compliance, nurture sequences; ActiveCampaign — automation sequences, contact management, goal-based workflows, tagging

Automation: n8n (Expert) — workflow design, branching logic, error handling, scheduling, webhooks, LLM integration, multi-agent orchestration

AI / LLMs: Claude (Anthropic API), OpenAI GPT-4o, Groq (Llama 3.3 70B + Whisper large-v3), prompt engineering, hallucination mitigation, RAG architecture, Supabase pgvector

Agentic Systems: Multi-agent orchestration, bounded autonomy, tool-selection logic, memory architecture, human-in-the-loop checkpoints, failure handling, observability

Voice / Messaging: VAPI voice AI, WhatsApp Business API (Baileys), outbound cold-calling agents, appointment booking agents

Video / Media: FFmpeg (Ken Burns, karaoke subtitles, audio mixing, 9:16 reframe), YOLOv8 speaker tracking, OpenCV, Kokoro TTS (self-hosted), Pollinations AI

Infrastructure: Docker (multi-container, VPN sidecars), Oracle Cloud ARM64, nginx SSL/reverse proxy, systemd, Linux Ubuntu 22/24, GlueTun WireGuard, Cloudflare R2

Backend / APIs: FastAPI, Python (asyncio, background queues), Flask microservices, REST API design, OAuth2, webhooks, YouTube Data API v3, Instagram Graph API

Database: Supabase (PostgreSQL + Auth + pgvector), schema design, query optimisation

Frontend: React + Vite, Next.js, real-time progress UI

Languages: English (Fluent), Urdu (Fluent)

KEY PROJECTS

GoHighLevel Full Sub-Account Build — Confidential Client

| *GHL CRM Build* |

2026

- Delivered a complete GHL sub-account build from scratch for a high-ticket 1-on-1 mentorship programme — covering all phases from architecture through workflow deployment.
- Architected a multi-stage sales pipeline with happy-path and off-path stages covering the full lead lifecycle from application through close.
- Built a comprehensive contact tagging system covering lifecycle states, qualification status, and compliance exclusions.

- Created a set of custom fields with appropriate field types and dropdown options to capture application and qualification data.
- Configured A2P SMS compliance — staged number, opt-in, privacy, and terms as custom values; ensured no SMS steps fire until registration is confirmed.
- Implemented risk disclaimer copy as custom value merge tags inserted into all performance-referencing emails and SMS — single source of truth, never hardcoded.
- Built Round Robin booking calendars with correct timezone settings for strategy and follow-up calls.
- Designed and built 11 production workflows organised into 5 numbered folders covering DND/compliance, appointment booking lifecycle, lead intake, Slack notifications, and appointment tracking — all kept in Draft until testing complete.
- Workflows cover: phone validation DND, hard red flag DND, DND disable, full booking confirmation and reminder cadence (email + SMS), no-show handling with chronic rescheduler detection, cancellation handling, multi-touch no-show and cancellation nurture sequences, follow-up call booking, lead assignment, internal Slack notifications, and appointment status tracking.
- Populated full email and SMS copy across booking and nurture workflows with client-provided content and disclaimer footers.
- Compared all workflows against a reference account and applied structural fixes including Remove from Workflow steps, dual DND directions, channel-specific disable, and 5-min-before reminder cadence.

Hermes Agent — Autonomous Outbound Intelligence System | *Personal / Schmoozzer* 2025–Present

- Architected a fully autonomous scraping, lead enrichment, and cold-outreach agent (v0.15.1) — 33 tools, 258 skills, running 24/7 in Docker with GlueTun WireGuard VPN sidecar (Rotterdam exit, residential IP routing).
- Generates 200 verified, bounce-scrubbed leads/day across US medical practices, plumbing businesses, and Dubai agencies — full pipeline from list acquisition to sequenced email delivery without manual orchestration.
- Built explicit failure handling: retry logic, fallback paths, graceful degradation, cost ceilings, and SSH-recoverable disk management on Oracle Cloud (resolved live disk exhaustion crisis without data loss).
- Produced a booked sales demo (Karen, CW Service Pros) — system drove paid conversion, not just lead generation.

ClipForge — Production AI SaaS (clipforging.com) | *Personal Project* 2024–Present

- Built and monetised a production SaaS from scratch — paste any YouTube URL, receive up to 10 viral-ready clips with karaoke captions, speaker-tracked framing, and direct YouTube OAuth upload.
- Implemented Lemon Squeezy payment integration (webhook handler, subscription lifecycle, Monthly/Annual variants) — system drives real paid conversion.
- Engineered YOLOv8 dead-zone lazy-pan algorithm — crop only moves when speaker exits 60% safe zone, outperforming Opus Clip and Vidyo.ai on micro-jitter.
- Solved YouTube bot detection at infrastructure level (bgutil PO token server + live Chromium cookies) — zero bot blocks in production.

YouTube Automation Pipeline — Fully Autonomous Content System | *Personal* 2024–Present

- Built zero-cost, zero-intervention pipelines publishing 6 Shorts + 2 long-form videos daily — script generation, voice synthesis, video assembly, thumbnail creation, and YouTube upload fully automated.
- Engineered custom FFmpeg microservice (Flask + Docker, ARM64) to overcome n8n binary data limitations; self-hosted Kokoro TTS (82M param, ElevenLabs-quality) for \$0/month voice generation.

HatAssembly — RAG-Powered n8n Workflow Generator | *Personal Project / Schmoozzer* 2024

- Built a multi-agent RAG system generating production-ready n8n workflow JSON from plain-text instructions — indexed 794 node schemas into Supabase pgvector with OpenAI embeddings.
- Three-agent architecture: natural language enhancer → RAG retriever → builder agent (Claude + Gemini) with schema validation.

Sorcer AI — Agentic Client Intake & Dispatch System | *Personal / Schmoozzer* 2024

- Built an agentic portal that conducts AI-led requirements clarification, detects required credentials via Supabase vault cross-reference, and automatically routes confirmed build briefs to the correct automation backend (n8n, GHL, ActiveCampaign, HubSpot).

PROFESSIONAL EXPERIENCE

Automation Team Lead | *Schmoozzer*

Sep 2025 – Present

- Lead a team of engineers designing and delivering production agentic systems, n8n automation pipelines, and custom web applications for US clients.
- Architect multi-agent n8n workflows with LLM integration, error handling, and operational observability across client engagements.
- Manage full project lifecycle: requirements gathering, workflow design, task delegation, code review, QA, and deployment.
- Deliver end-to-end GHM CRM builds including sub-account setup, pipeline architecture, workflow automation, and A2P compliance.

Sales Manager | *Orchard Logistics*

Feb 2024 – May 2025

- Led a team of 8 sales agents — oversaw daily pipeline performance, KPI tracking, and coaching.
- Achieved 30% increase in company revenue through strategic sales process redesign and automation of reporting workflows.
- Introduced automation tooling to eliminate manual data entry and reduce reporting time across the sales team.

Truck Dispatcher | *Falcon Dispatch Company*

Oct 2023 – Jan 2024

- Managed real-time customer communications and coordinated multi-carrier load scheduling and dispatch operations.
- Streamlined dispatch workflows to improve on-time delivery rates and operational throughput.

EDUCATION

BS Robotics & Intelligent Systems | *University of Management and Technology (UMT), Lahore*

ADP Awarded 2025

Intermediate (Pre-Engineering) | *APEX College, Sheikhpura*

2023

ADDITIONAL INFORMATION

Open to: Remote-first roles | AI Automation Engineer | GHM CRM Specialist | n8n Developer | Agentic Systems Architect | Workflow Automation Engineer | Automation Team Lead

Portfolio: hatimtoor.vercel.app | LinkedIn: linkedin.com/in/hatim-toor | GitHub: github.com/hatimtoor | SaaS: clipforging.com