

Milan Veljkovikj

AI agents and the production systems they run on: CRM, payments, messaging, workflows.

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SUMMARY

AI Engineer who builds AI agents and the production systems they run on. I have shipped voice and chat agents qualifying leads around the clock, LLM pipelines turning documents and replies into structured data a business acts on, scheduled agents running campaigns unattended, and the payment, CRM, and messaging integrations underneath them. I work AI-directed: I architect it, Claude Code builds it, I test and own it in production. Results: donations flowing again for a 50-organization nonprofit network, 200+ recurring memberships converted from one challenge funnel, and a 170k-contact CRM rebuilt on half the workflows.

CORE COMPETENCIES

AI AGENTS & LLMS

Claude, OpenAI, Gemini (OpenRouter) • Agent orchestration (multi-step, scheduled) • Tool calling + MCP servers (OAuth 2.1) • Structured outputs + model fallback • Voice and chat agents (Vapi, Voiceflow) • Claude Code (AI-directed) • LLM cost control

SOFTWARE DEVELOPMENT

Next.js (App Router) • TypeScript • Python (data tooling, scraping) • Supabase (Postgres, RLS, Edge Functions) • Firebase (Auth, Firestore, Cloud Functions) • Vercel • REST + webhook APIs

INTEGRATIONS

Stripe + PayPal • GoHighLevel (workflows, pipelines, custom fields) • WhatsApp + SMS messaging • Ad + CRM attribution • Airtable • Circle • Instantly

AUTOMATION & TESTING

Make.com (Advanced Certified) • n8n • Zapier • Vitest • Playwright (E2E) • GitHub Actions • SQL migrations at scale

EXPERIENCE

AI Engineer • Software & Automation

FEBRUARY 2026 – PRESENT

WebMyMoney • Remote

- Owned the donation platform for a nonprofit network of 50+ organizations across Latin America and the US. Replaced ~30 broken CRM donation forms, which were failing gifts before they reached payment, with native Stripe and PayPal checkout and recurring monthly giving. Built the CRM integration, donor pipelines, email workflows, exports, and campaign analytics, and recovered lost and misattributed donations from Stripe. Directed an 11-agent AI security audit that found and closed gaps exposing every organization's bank details.
- Built the agency's AI agent layer: scheduled agents that monitored and rebalanced cold-outbound campaigns across 12 inboxes unattended, an LLM pipeline that read every sales reply, returned a structured verdict, and handed hot leads to sales in the CRM, an AI-visibility scanner that audited how AI assistants described a business, and an MCP tool server that let Claude operate the agency's task system as the signed-in user.
- Built a bilingual members-only challenge platform end to end for a creator-membership brand: CRM-gated signup, member portal with weekly evidence and a leaderboard, admin console, Circle auto-enrolment, and the email journey. Nearly 900 members joined, and I routed non-members at the gate into a purchase funnel that converted 200+ recurring memberships.
- Audited and rebuilt the agency's largest client CRM (GoHighLevel and Zapier, 170k contacts, 7 pipelines). Cut 100 undocumented workflows to ~50 with better coverage: closed the gaps where leads slipped through the cracks, rebuilt the membership logic, restored paywall enforcement, and made Stripe and PayPal events the source of truth.

- Built the agency's content and growth platform, so marketing could edit sites without a developer and see which ads produced leads: CMS, funnel analytics, A/B testing, ad-click and Click-to-WhatsApp attribution joined to CRM records, and a form builder.
- Built a custom Spanish-language home-security comparison platform end to end, app and database: consumer quiz, an engine that made different providers' offers comparable in three tiers, purchase flow, company portal, and admin console, backed by 955 automated tests. The client adopted it to sign alarm companies onto the platform.

Airtable & Automation Consultant (contract)

JUNE 2026 – PRESENT

Napier B2B · Remote, UK client

- Consolidated client reporting for a 40-year-old UK tech PR agency: audited all 175 Airtable bases across 38 clients and collapsed one-base-per-client into a single dashboard whose KPI engine reconciled exactly to the agency's own figures.
- Delivered and maintained the agency's quoting system, and migrated a 3,980-record journalist database off MySQL into Airtable with Airtable's AI agent and Make.com.

Automation Implementation Consultant

OCTOBER 2025 – DECEMBER 2025

Swans · Remote

- Built a Claude document-extraction pipeline for law firms that turned intake documents into structured matter data and routed it into the firm's CRM and case management, with the source passage beside every extraction. Cut intake from hours per matter to minutes.
- Led discovery with firm owners and deployed n8n and Make.com automation. CTO letter of recommendation.

AI Systems & Automation Architect

2023 – PRESENT

Hasslogics · Remote

- Built the operational hub for the consulting brand I co-run: GoHighLevel CRM, website, Vapi voice and Voiceflow chat agents that qualified and booked leads 24/7, and n8n outreach that routed prospects through Claude for personalization. A Claude and Make.com content engine cut LinkedIn production from 8 hours a week to 1.

CERTIFICATIONS

Make.com Advanced Automation Certification

DECEMBER 2025

Introduction to Generative AI

GOOGLE · DECEMBER 2025

n8n Engineering · Advanced Proficiency

EDUCATION

Bachelor of Engineering

SS. CYRIL AND METHODIUS UNIVERSITY · 2018 – 2023

LANGUAGES

Macedonian

NATIVE

English

C1 (IELTS 6.5)

OTHER EXPERIENCE

Warranty Manager · M Car BMW & MINI Dealer, Skopje, Macedonia

MARCH 2023 – NOVEMBER 2025

Store Health Manager · 8 Sense, Kumanovo, Macedonia

OCTOBER 2022 – MARCH 2023