

DANIEL SHAMMAH

AI AUTOMATION & TECHNOLOGY CONSULTANT

CONTACT

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PROFILE

Results driven technology professional with experience across enterprise IT operations, AI automation, cybersecurity, IT service management (ITSM), and digital transformation initiatives. Skilled in designing automation solutions, workflow optimization, system integrations, identity and access management, endpoint security, and resolving complex technical issues within SLA-driven environments. Experienced in building AI-powered automation workflows using tools such as n8n, APIs, webhooks, and cloud-based platforms to improve business efficiency and reduce operational complexity. Recognized for combining technical expertise with entrepreneurial leadership to deliver scalable technology solutions, improve service performance, and drive measurable business impact.

WORK EXPERIENCE

AI Automation Consultant / n8n Workflow Engineer (Freelance)

Mar 2025 - Present

- Designed and implemented AI-powered automation workflows using n8n, APIs, webhooks, and third-party integrations to optimize business operations.
- Developed custom workflow solutions to automate repetitive processes, improve efficiency, and enhance data management across business systems.
- Built and maintained automation pipelines integrating AI tools, cloud platforms, spreadsheets, databases, and external services.
- Analyzed business processes to identify automation opportunities and delivered scalable solutions aligned with operational goals.
- Managed end-to-end automation projects, including workflow design, testing, deployment, troubleshooting, and continuous improvement.

Dobby Walla Startup - Founder & Technology Lead

Jan 2023 - Present

- Founded and managed a technology-driven service platform, leading strategy, operations, and customer acquisition to drive business growth.
- Led digital transformation initiatives to improve operational workflows and service delivery efficiency.
- Managed vendor relationships, SLA performance, customer support operations, and key performance metrics. Directed project planning, budgeting, and resource allocation to achieve business objectives.
- Developed marketing and business development strategies that expanded market reach and strengthened brand visibility.

ATOS - Service Desk Analyst (Level 2)

2020 - 2022

- Provided Level 2 technical support to global enterprise users in a high-volume ITSM environment, managing incidents, service requests, and problem resolution in line with ITIL and SLA standards.
- Resolved complex issues across Windows, Citrix, enterprise applications, and end-user devices.
- Administered SAP user access and supported IAM processes including provisioning, deprovisioning, and privilege management in compliance with security policies.
- Conducted root cause analysis for recurring incidents and collaborated with cross-functional teams to implement permanent fixes.
- Maintained technical documentation and contributed to continuous service improvement initiatives to improve resolution speed, reduce incident recurrence, and enhance service quality.

Concentrix - Technical Support Representative

2017- 2020

- Delivered advanced technical support for enterprise cybersecurity and endpoint protection solutions, including incident investigation and resolution.
- Analyzed malware infections, suspicious activity, and endpoint security incidents using industry-standard methodologies, performing remediation and system recovery to restore secure operations.
- Supported deployment, configuration, policy management, and optimization of endpoint security platforms.
- Collaborated with security teams to identify emerging threats and recommend mitigation strategies.
- Provided technical documentation and customer guidance on incident resolution, best practices, and security enforcement.
- Performed advanced troubleshooting involving software conflicts, performance issues, and security policy enforcement across enterprise environments.

EDUCATION

Master of Information Technology

INTI International University

2025 - 2026

Bachelor of Science in Software Engineering

Limkokwing University of Creative Technology (LUCT)
GPA: 3.5

2019 - 2016

Foundation in Information Technology

Limkokwing University of Creative Technology (LUCT)
GPA: 3.9

2017 - 2018

CERTIFICATIONS & ACHIEVEMENTS

- Utusan Scholarship (2015) – Awarded for outstanding academic performance and leadership potential.
- Business Club Marketer, Limkokwing University of Creative Technology – Recognized for innovative marketing initiatives within the business club.
- Kaspersky Certified Security Professional (KCSP) – Kaspersky.
- Kaspersky Endpoint Security Administration – Kaspersky.
- Network Security Fundamentals – Kaspersky.

SKILLS

IT Infrastructure & Enterprise Support	AI Automation & Integration	Cybersecurity & Operations
• Windows OS Administration • Microsoft 365 / Office 365 • Azure Active Directory • Citrix Environments • Enterprise Application Support • User Access Provisioning • SAP Account Administration	• n8n Workflow Automation • AI Automation Solutions • API Integration & Webhooks • OpenAI / AI Tool Integration • Workflow Design & Process Optimization	• Incident management (ITIL) • Root cause troubleshooting • Service desk operations • Knowledge base documentation
		Business & Automation • Digital Transformation • Business Process Automation • Technical Consulting • Vendor & Stakeholder Management