

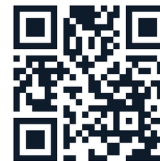
# RACHIT SHARMA

## Web Developer & AI Automation Specialist

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Portfolio

### PROFESSIONAL SUMMARY

Full-stack web developer and AI automation specialist with 5+ years in IT support and 2+ years delivering production websites, ecommerce integrations, AI chatbots, and automation pipelines for live clients. Builds and ships independently: no briefing, no hand-holding. Comfortable with the full stack from DNS and hosting through to payment gateways and AI-powered tooling. Uses Claude, Cursor, and n8n daily as primary working instruments.

### TECHNICAL SKILLS

**Web Development:** HTML5, CSS3, JavaScript (ES6+), PHP, WordPress (advanced), Next.js, Astro, Tailwind CSS, Figma, responsive/mobile-first design

**Ecommerce:** WooCommerce, Shopify, Stripe, PayPal, payment gateway integration, checkout workflows, product catalogue logic, Gravity Forms

**Backend & APIs:** Supabase, FastAPI, PostgreSQL, REST APIs, Webhooks, DNS, hosting, SSL/server management

**AI & Automation:** Claude API (Anthropic), n8n (advanced), Make.com, Zapier, webhook and API integration, multi-agent orchestration, chatbot implementation, HubSpot CRM integration

**AI Tooling:** Cursor, GitHub Copilot, ChatGPT, ElevenLabs, Retell AI, chatbot implementation and deployment

**Design & UX:** Figma, Canva, brand identity, UX wireframing, Core Web Vitals, technical SEO, schema markup

**Digital Marketing:** Google Analytics 4, Google Search Console, Google Ads, technical SEO, schema markup, Core Web Vitals, email marketing automation, Campaign Monitor, ActiveCampaign

**Infrastructure:** Vercel, Ubuntu VPS, Cloudflare, Docker, GitHub, GitHub Actions, systemd, Namecheap, Twilio

**Enterprise IT:** Microsoft 365, Azure AD, SharePoint, Teams, JIRA, Azure DevOps, ITIL, MDM

### EXPERIENCE

#### Freelance Web Developer & AI Automation Consultant

2024 – Present

##### Self-Employed, Melbourne Clients

- ▶ Designed and built production websites for four Melbourne clients: restaurant, real estate, NDIS provider, and wholesale supplier each with custom CMS, payment logic, or booking flows
- ▶ Built Aria, an AI-powered lead qualification chatbot (Claude API + Next.js + Supabase) embedded in a real estate site with zero manual handling required
- ▶ Implemented Stripe direct-ordering integration for a cafe, eliminating third-party commission on every transaction
- ▶ Deployed full n8n automation stack on Ubuntu VPS: LinkedIn outreach, lead scoring, Telegram approval bots, multi-agent orchestration
- ▶ Architected ElevenLabs + Claude Sonnet + Twilio voice agent for automated SMB outbound campaigns
- ▶ Managed all hosting, DNS, SSL, and ongoing maintenance across client properties via Cloudflare, Vercel and Ubuntu VPS with GitHub Actions CI/CD
- ▶ Configured email marketing automation sequences via Campaign Monitor, ActiveCampaign and HubSpot including triggers, segmentation and drip sequences
- ▶ Built Gravity Forms and equivalent integrations for lead capture, connected to CRM and email platforms with zero manual steps
- ▶ Delivered WordPress and Shopify builds with WooCommerce ecommerce, Stripe payment gateway integration, and Joomla-to-WordPress migrations

#### IT Systems & AI Automation Specialist

Nov 2024 – Present

##### Healthcare Australia | Melbourne, VIC

- ▶ Support 750+ users across business applications and Microsoft 365 in a high-compliance healthcare environment
- ▶ Coordinate through JIRA/Azure DevOps with project leads, engineers and vendors for issue resolution and change support

- ▶ Author user-facing documentation, knowledge base articles, quick-start guides and SOPs to improve application adoption
- ▶ Deliver live walkthroughs and one-to-one guidance for M365 and business application rollouts

## IT Systems & Web Tools Support Analyst

Dec 2023 – Nov 2024

Office Choice Ltd | Melbourne, VIC

- ▶ Provided application and technical support across Microsoft 365, Windows, networking, devices and business systems
- ▶ Maintained SLA performance while supporting Outlook, Teams, SharePoint, OneDrive and Office suite issues
- ▶ Documented repeatable support processes to reduce repeated escalations

## IT & Digital Systems Support Specialist

Jul 2022 – Oct 2023

Melbourne Institute of Technology | Melbourne, VIC

- ▶ Supported students and staff with systems access, technical queries, labs and service requests
- ▶ Maintained support records and translated technical issues into clear user guidance

## Systems Support & Workflow Automation Consultant

Jan 2021 – Oct 2022

Emirates NBD / Quinnox | India

- ▶ Supported enterprise users in a regulated banking environment: incidents, access issues, system queries and reporting
- ▶ Used SQL and structured troubleshooting to investigate issues and produce audit-ready handover documentation
- ▶ Built internal workflow automation scripts and n8n-style process flows to reduce manual reporting overhead

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## SELECTED CLIENT PROJECTS

### Impact Property Media | [Next.js](#), [Supabase](#), [Figma](#)

Brand identity, admin dashboard and client portal with automated media delivery workflows.

### Vasu Traders Wholesale | [Next.js](#), [Supabase](#)

Wholesale ordering platform with role-based pricing tiers, inventory display and order submission flow.

### Aurora AI Outbound Calling Agent | [ElevenLabs](#), [Claude Sonnet](#), [Twilio](#), [FastAPI](#)

Fully automated outbound voice agent for SMB lead acquisition. Handles calls, objection handling and qualification with zero human involvement.

### Pizza Tabrabane Voice Ordering System | [ElevenLabs](#), [Twilio](#), [Claude API](#), [Kokoro TTS](#)

AI voice agent handling end-to-end pizza orders over phone. Integrated with POS flow, real-time menu logic and order confirmation.

### AI Resume Forge | [Next.js](#), [Claude API](#), [Supabase](#)

Platform that converts job descriptions into tailored resume and cover letter documents with ATS scoring and PDF export.

### OpenClaw Multi-Agent Orchestration System | [n8n](#), [Ubuntu VPS](#), [Claude API](#), [Tailscale](#)

11-agent autonomous system with Mission Control UI covering research, marketing, coding, IT support and client discovery workflows.

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## EDUCATION

### Master of Business Analytics

2022 – 2023

Melbourne Institute of Technology | Melbourne, VIC

### Bachelor of Computer Science Engineering

2015 – 2019

SRM University, Chennai | India

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## CERTIFICATIONS

Microsoft AZ-900 | Microsoft MD-102 | ITIL 4 Foundation | CompTIA Security+ | Cisco CCNA

Google IT Support Professional | DeepLearning.AI Prompt Engineering | Google AI Essentials | AWS AI Practitioner

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## REFERENCES

Available upon request.