

KEYUR DATTANI

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SKILLS

Automation & AI: n8n, AI Agents, Voice AI (Human-like), Conversational Chatbots, AI Ad Generation, WhatsApp Automation (Wati), Instagram Automation

Analytics & Reporting: Power BI, Looker Studio, Advanced Excel, SQL

E-Commerce: Amazon Seller Central, Listing Optimization, ASIN & Variation Management, IP Compliance, Account Health Management

Integration: API Integration, Webhook Management, REST APIs, CRM Data Pipelines, Wati (WhatsApp Business API)

WORK EXPERIENCE

Business Tech Intern · **Fiaxe** · Mumbai

Oct 2025 – Present

- Engineered end-to-end automation workflows using n8n — built AI agents, voice AI solutions, and conversational chatbots that replaced manual processes across client business operations.
- Designed real-time Looker Studio dashboards for performance tracking and business intelligence, enabling data-driven decision-making across multiple departments.
- Developed AI-powered marketing pipelines for automated ad generation, cutting content creation time and improving campaign output for clients including Tata Coffee and Belgium Waffle.

Selling Partner Support Associate · **Amazon** · Mumbai

Nov 2023 – Jul 2025

- Resolved 800+ monthly Seller Central queries covering ASIN suppression, product listing errors, variation relationship issues, suspected IP (intellectual property) violations, and account health disputes — consistently meeting SOP benchmarks and quality scores.
- Managed end-to-end listing troubleshooting including product detail page updates, category compliance, and listing reinstatements, directly improving seller satisfaction and marketplace listing visibility.
- Escalated and resolved complex seller account issues cross-functionally, contributing to a 15% reduction in average query resolution time and measurable improvement in seller retention rates.

PROJECTS

AI Voice Agent *Bolna AI · ElevenLabs · n8n · LLM*

- Built a human-like AI voice agent capable of conducting real-time phone conversations — testers consistently could not determine whether they were speaking to a human or AI. Deployed for inbound customer support, lead qualification, and appointment scheduling workflows.

HR Automation Chatbot *n8n · AI Agent · Chatbot*

- Developed an AI-powered HR chatbot automating employee queries on recruitment, onboarding, and company policies — integrated with automated ticket routing and FAQ management to significantly reduce HR manual workload.

WhatsApp Automation — Aquant *Wati · n8n · API Integration*

- Delivered a full-stack WhatsApp automation chatbot on Wati platform, automating customer communication workflows with CRM-integrated message templates for real-time data synchronization.

Instagram Lead Generation — Belgium Waffle *n8n · Instagram API*

- Engineered a comment-to-DM pipeline that instantly delivers personalized coupon codes to users who comment on brand posts — eliminated manual outreach and significantly improved lead capture rate.

AI Ad Generation — Tata Coffee *Nano Banana Pro · Google Veo 3*

- Created AI-generated video ad content for Tata Coffee marketing campaigns, accelerating creative testing cycles and campaign deployment using Nano Banana Pro and Google Veo 2.

Ad Hoc Insights — AtliQ Hardware *SQL · Excel · Power BI*

- Completed 10 ad hoc business intelligence requests with SQL, producing 12 data visualizations in Excel and Power BI presented via an executive-level insights deck.

Business Insights 360 — AtliQ Hardware *Power BI · SQL · DAX Studio*

- Multi-view Power BI dashboard processing 1M+ records across 5 departments (Finance, Sales, Marketing, Supply Chain, Executive), enhancing reporting scalability by 10%.

EDUCATION

B.E., Mechanical Engineering · Viva Institute of Technology, Mumbai University

CGPA: 8.53 | Jun 2023

CERTIFICATIONS

Excel: Mother of Business Intelligence · SQL Beginner to Advanced for Data Professionals · Power BI Data Analytics for All Levels · Data Analytics Certification — Lenovo Student Empowerment Program · Python for Beginner & Intermediate Learners *(All by Codebasics except Lenovo)*