IDREES KAMAL

Chicago, IL | (773) 789-0400 | ikamal97@gmail.com | linkedin.com/in/idreeskamal

OPERATIONS & AI STRATEGY

Operations generalist who eliminated 70%+ of manual work across CRM, payment, and delivery platforms while generating $57K in solo revenue. Delivered requirements analysis for Fortune 500 clients at Deloitte (Cisco, HSBC, Marriott). Technical background in Python, React, and AI integration (Claude, Gemini APIs).

SKILLS AND TOOLS

Programming & Data: Python, SQL, JavaScript/TypeScript, React, API Integration, Data Analysis
AI & Automation: LLM API Integration (Claude, Gemini), Process Automation, Workflow Automation, No-Code Orchestration (Zapier, Make, n8n)
CRM & Workflow: Salesforce, HubSpot, Notion, GoHighLevel
Business Analysis: Requirements gathering, stakeholder management, BRD/FRD, process mapping, UAT
Tools: Jira, Confluence, Visio, Excel, GitHub

EXPERIENCE

Kavalier Coaching | Chicago, IL

Operations & AI Automation Lead | Sep 2024 - Present

- Built AI lookbook generator (React, TypeScript, Gemini API) converting 80% of prospects who engaged—drove majority of custom menswear sales
- Designed end-to-end client journey across 5 integrated platforms (Zapier/Make, GoHighLevel, Stripe, Calendly) handling lead capture, qualification, onboarding, payment processing, and delivery with zero manual handoffs
- Built lead qualification system generating 15+ qualified sales calls per month through chatbot-driven conversations and calendar scheduling
- Reduced client onboarding time 50-70% (3-5 hours → 1-2 hours) by streamlining welcome sequences, intake forms, waiver collection, and kickoff scheduling
- Implemented payment and lifecycle workflows with automatic CRM stage progression, mid-program check-ins, and renewal triggers for 12 active clients

Vicegerent Custom Clothing | Chicago, IL

Business Operations Analyst | Jun 2022 - Sep 2024

- Generated $57,585 in solo revenue (22% of company total) while freeing 90+ hours annually by eliminating manual workflows
- Migrated 700+ client records from Google Sheets to Notion CRM with lifecycle tracking and relational data models
- Built integration ecosystem connecting scheduler to CRM for automatic appointment capture, eliminating manual data entry for 78+ events
- Scaled digital presence: Instagram 18K → 65K followers (+261%); SEO from unranked to #3 on Google; 75% session increase, 64% faster load time
- Reduced no-shows 30% through automated booking reminders and email/SMS nurture sequences
- Authored SOPs and process documentation standardizing order entry, production tracking, and alterations workflows

Deloitte Consulting LLP | Chicago, IL

Business Technology Analyst | Oct 2020 - Mar 2022

- Defined requirements for Cisco EA 3.0 transformation (6 product portfolios unified), translating executive strategy into technical specifications; initiative contributed to 2.5x software revenue growth and 3x partner renewal rates
- Managed 3 Business Analysts as direct reports on HSBC wealth management engagement, owning task allocation, deliverable review, and quality accountability across 6-month project
- Authored BRDs/FRDs and process documentation for Marriott UI/UX implementation, working directly with engineering team on technical specifications
- Executed UAT and defect management creating test plans, tracking defects in Jira, and ensuring production readiness
- Recognized with 3 performance bonuses for client impact across engagements

PROJECTS

Personal AI Infrastructure | 2026

- Developed multi-agent AI assistant using Claude and ElevenLabs APIs with self-learning, memory management, and orchestration
- Architected event-driven orchestration system integrating 5+ APIs (Claude, ElevenLabs, Google Workspace) with state management and error handling

EDUCATION

Northwestern University, Evanston, IL | B.S. Computer Science | 2017 - 2020