

Robinson Vincent Dsouza

AI Automation Consultant · Workflow Architect

+91 9964203651 · robsouz19@gmail.com · linkedin.com/in/robin-dsouza-101 · Karnataka, India

Available Now · Freelance / Project-Based

PROFILE

AI Automation Consultant with hands-on experience designing, building, and deploying 10+ live AI agent projects across cybersecurity, hospitality, accommodation, and outreach/sales automation. Skilled in end-to-end process design and automation, lead flow architecture, and agent development. Brings 10 years of cybersecurity and risk consulting experience, applying structured, audit-grade process thinking to automation design with security.

LIVE AI AGENT PROJECTS

- **Community Broadcast & Cyber Update Agent** — automated curated broadcasts (breaches, jobs, advisories, alerts) to a cybersecurity community across WhatsApp groups
- **WhatsApp AI Booking Agent & CRM Dashboard** — deployed across 6 resort/hospitality properties, handling reservations, availability, and a CRM dashboard for booking/guest management and WhatsApp chat
- **Travel Itinerary Consultant Agent** — WhatsApp agent recommending and guiding guests through personalized itineraries
- **Direct Booking Engine Development** — built 2 booking engines for resort properties, reducing OTA dependency
- **WhatsApp Inquiry & Booking Agent** — handles prospective tenant/resident inquiries and bookings for PG/co-living accommodation
- **Tenant Support Agent** — resolves ongoing tenant issues and service requests via WhatsApp
- **Expense & Payout Management Agent** — automates expense tracking and payout calculations for a client
- **Social Media Publishing Agent** — built for two clients; auto-generates captions/hashtags and publishes content to Instagram and YouTube
- **Outreach Agent** — automated outreach agent selling AI agent services to resort prospects
- **Lead Generation Agent** — scrapes resort leads by area/pincode, feeding the outreach agent's pipeline
- **Built and maintain a 20+ section internal SOP framework governing agent build standards** — security, CRM authentication, data handling, and deployment configuration

CYBERSECURITY BACKGROUND

Independent Consultant & Trainer, Founder — CyberSapiens	Oct 2018 – Present
Risk Advisor — Strategy & Governance — KPMG Global Services	Sep 2017 – Oct 2018
Information Security Engineer — Infosys Ltd.	Mar 2016 – Sep 2017

TRAINING EXPERIENCE

- 500+ awareness sessions delivered across corporate, academic, and government verticals
- Speaker — ISC² International Cybersecurity Consortium, 2019
- Trainer — Microsoft & DSCI Cyber Shikshaa Program, 2019
- Advisor — Mangalore University & Cyber Police Dept.

TECHNICAL SKILLS

- **Automation & Agents:** Meta Cloud API, Claude API, n8n, MCP, Webhooks, Razorpay, YouTube Data API, Instagram Graph API, Google Cloud Console, Microsoft Entra ID
- **Development:** Node.js, PostgreSQL, Redis, REST APIs
- **Process & Workflow:** Lead Flow Design, CRM Logic, Disposition Mapping, Process Documentation
- **Cybersecurity:** ISO 27001, GRC, VAPT, Risk Assessment, Compliance Management, Audit

CERTIFICATIONS

- **CISA** — Certified Information Systems Auditor, ISACA, 2022
- **ISO 27001 LI** — Lead Implementer, BSI (ENR-00261888)
- **CEH** — Certified Ethical Hacker
- **PCI DSS** — Certified Security Implementer V3.2

EDUCATION

Masters — Information Security Management Systems, Jain University, Bangalore	2016
Bachelor in Computer Applications — St. Aloysius College, Mangalore	2014