

MD RAFIQUZZA MAN BIPLOB

WORKFLOW AUTOMATION SPECIALIST
Business Process Automation · CRM & Data
Workflows · Document Automation · Financial
Operations

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PROFILE

Workflow automation specialist with 4+ years of loan-operations experience in financial services and hands-on experience designing business process automations across CRM, documents, data, APIs and internal workflows. I translate operational problems into workflow logic, business rules, testable solutions and practical automation, with a strong focus on accuracy, controls and usability.

CORE CAPABILITIES

Process & Automation Workflow mapping · process analysis · n8n · Make · Zapier · business-rule automation	CRM & Documents HubSpot · DocuSign · PandaDoc · Google Drive · Airtable · Tally
Code & Data Python · SQL · REST APIs · webhooks · data normalization · validation	Analytics & Workspace Power BI · Excel · Google Sheets · reporting · reconciliation · operational trackers
AI & Intelligent Workflows LLM workflows · extraction · classification · routing · Ollama	Quality & Delivery BRD · requirements gathering · QA · UAT · test cases · edge-case validation

PROFESSIONAL EXPERIENCE

Senior Executive — Loan Operations | Apr 2026 – Present

IPDC Finance Limited

- Manage loan-operation processes covering settlement, restructuring, rescheduling, waiver/write-off, SOD and retail loan activities with emphasis on accuracy, controls and documentation.
- Prepare and validate account-level financial calculations and operational outputs for settlement, restructuring and related requirements.
- Translate business requirements into BRDs, workflow logic, test cases and UAT scenarios with technology teams.
- Identify repetitive manual steps and opportunities to improve data movement, document handling and status tracking through automation.

Executive — Loan Operations | Jan 2022 – Mar 2026

IPDC Finance Limited

- Handled document-heavy loan operations including disbursement support, settlement, restructuring/rescheduling, FDR encashment and loan account closure in CBS.
- Performed loan and financial calculations and maintained accurate operational records across multiple account and process types.
- Worked with business and technology teams on requirements, system testing and QA; clarified expected behavior and identified defects.
- Built Excel-based tools for calculations, reconciliation, payment tracking and operational reporting; worked with Temenos T24.

Automation Specialist — Freelance | Jan 2025 – Present

Biplob Automation · Remote

- Design and build business workflows connecting forms, CRM systems, documents, spreadsheets, APIs and notifications.
- Built an n8n recruitment workflow for CV extraction, candidate scoring and ranked shortlists; designed a HubSpot → DocuSign → Google Drive document workflow.

SELECTED AUTOMATION BUILDS

01 AI Lead Operations Agent

[n8n](#) · [AI](#) · [Webhooks](#) · [Google Sheets](#) · [Gmail](#)

Lead intake → validation → AI classification → HOT/WARM/LOW routing → operational action.

02 Smart CV Screening

[n8n](#) · [PDF processing](#) · [data cleaning](#) · [scoring](#) · [Google Sheets](#)

Job requirement → CV PDF extraction → structured candidate data → deterministic scoring → ranked shortlist.

03 Mortgage Operations Ecosystem

[n8n](#) · [Webhooks](#) · [operational tracking](#) · [Gmail](#)

Intake → normalization/qualification → missing-information follow-up → document preparation → loan tracking → scheduled follow-up.

04 HubSpot → DocuSign → Google Drive

[HubSpot](#) · [DocuSign](#) · [Google Drive](#) · [automation](#)

CRM/form data → document preparation → electronic signing → cloud storage → CRM status update.

05 AI Mortgage Analyzer

[Web app](#) · [financial logic](#) · [AI-assisted analysis](#)

Borrower-file analysis application covering income, debt, DTI/LTV, risk flags and a pre-qualification summary.

06 Excel Loan & Payment Automation

[Excel](#) · [financial calculations](#) · [reconciliation](#)

Payment allocation, date-based aggregation, loan calculations, settlement and restructuring scenarios.

TECHNICAL STACK

Automation: [n8n](#) · [Make](#) · [Zapier](#)

CRM & Documents: [HubSpot](#) · [DocuSign](#) · [PandaDoc](#) · [Google Drive](#)

Code & Data: [Python](#) · [SQL](#) · [REST APIs](#) · [Webhooks](#) · [data normalization](#) · [validation](#)

Analytics: [Power BI](#) · [Excel](#) · [Google Sheets](#) · [reporting](#) · [reconciliation](#)

AI: [LLM workflows](#) · [Ollama](#) · [extraction](#) · [classification](#) · [routing](#)

Workspace: [Airtable](#) · [Tally](#)

Web: [HTML](#) · [CSS](#) · [JavaScript](#)

Delivery: [BRD](#) · [SOP](#) · [QA](#) · [UAT](#) · [test cases](#) · [process documentation](#)

EDUCATION

Master of Business Administration (MBA) — [Accounting Information Systems](#) · [Bangladesh University of Professionals \(BUP\)](#) · 2022

Bachelor of Business Administration (BBA) — [Accounting Information Systems](#) · [Bangladesh University of Professionals \(BUP\)](#) · 2021

LANGUAGES

[Bengali](#) — Native · [English](#) — Professional Working Proficiency

PORTFOLIO

- [biplobautomation.com](#)
- [AI Mortgage Analyzer](#)
- [ProGain](#)
- [HubSpot → DocuSign Loom demo](#)