

Humberto Wilfredo Henríquez Benítez

Power Automate Specialist (Cloud and Desktop RPA) and AI Agent Developer Power Platform, Copilot Studio, and LLM Consultant

San Salvador, El Salvador (GMT-6). Available for 100% remote work.

Phone: +503 7192 8070 · Email: henriquezbh5@gmail.com

LinkedIn: [linkedin.com/in/humberto-wilfredo-henriquez-benitez](https://www.linkedin.com/in/humberto-wilfredo-henriquez-benitez)

Website: inghumbertohenriquez.com

Key achievements

- Production automation bots and workflows built with Power Automate Cloud and Power Automate Desktop, operating across four Latin American countries.
- AI agents: a production Copilot Studio conversational agent in Microsoft Teams, a Gemini computer vision agent for document capture, and WhatsApp bots for sales, collections, and support for small and medium-sized businesses.
- Enterprise integrations using REST and OData APIs (DHL, SolarWinds Service Desk, Redmine, and SQL Server), and application lifecycle management (ALM) with managed solutions and pac CLI deployments.

Professional profile

Systems Engineer with professional technology experience, focused on end-to-end business process automation and digital transformation with Microsoft Power Platform for corporate operations and small and medium-sized businesses in Latin America. Specializing in Power Automate Cloud and Desktop (unattended RPA), Power Apps, Power BI, Dataverse, and SharePoint, with REST and OData API integrations. I integrate language models (Claude, OpenAI, and Gemini) into business applications, from conversational agents in Microsoft Copilot Studio to WhatsApp bots and computer vision document capture. Two master's degrees: Data Science and Business Intelligence. More than 6 years working 100% remotely with distributed teams across four countries.

Professional experience

RPA, Power Platform, and AI Automation Engineer

Jan 2020 – Present

Multinational managed IT services company (name subject to a nondisclosure agreement). Primary full-time role, 100% remote. Operations in El Salvador, Guatemala, Costa Rica, and the Dominican Republic.

- Developed automation bots and workflows running in production, including unattended RPA desktop flows in Power Automate Desktop.
- Automated bulk data imports with country-specific validation, extraction from legacy systems without APIs through UI automation and OCR, and cross-system synchronization with delta change detection.
- Built auditable Power Automate cloud flows with exception handling, retries, alerts, and structured logging; provided second-level support with root cause analysis and documented recovery runbooks.
- Implemented multilevel approval workflows with Power Automate and Power Apps for field staff technical documentation, including automatic notifications and full traceability in SharePoint Online.
- Created a Microsoft Copilot Studio conversational agent published in Microsoft Teams: topics, guided data capture (slot filling), responses grounded in controlled sources, and two Power Automate tools consuming the corporate OData API: one for reading (querying cases) and one for writing (recording notes).
- Developed a natural language document assistant using a RAG pattern with AI Builder and the SharePoint Search API, querying hundreds of technical manuals and filtering results by user role.
- Integrated third-party systems through REST and OData APIs: DHL (shipment tracking and quotes), SolarWinds Service Desk, Redmine, and SQL Server through a data gateway, with pagination, retries, and vendor error handling.
- Built multisource executive Power BI dashboards with dimensional modeling, DAX, Power Query M, and automatic daily refreshes to support management decisions.

Automation, Artificial Intelligence, and Power Platform Consultant

Jan 2024 – Present

INESERMA, S.A. de C.V. · San Salvador, El Salvador. Project-based consulting alongside my primary role.

- Designed end-to-end Power Platform solution architectures for consulting clients: Power Apps data capture, cloud flows and RPA processing in Power Automate, storage in SQL Server, SharePoint, and Dataverse, and Power BI analytics.
- Managed application lifecycle management (ALM) with managed solutions and separate Development, Quality Assurance, and Production environments, including pac CLI deployments.

Independent Automation and AI Agent Developer

Jan 2019 – Present

Personal projects and Optimatiza (optimatiza.com). Part-time independent practice alongside my primary full-time role.

- Founded Optimatiza, an AI digital agent studio for small and medium-sized businesses: WhatsApp sales, collections, and support agents.
- Created a computer vision document capture agent (Gemini Vision) that reads a document photograph, extracts fields, and requires human confirmation before recording information.
- Built WhatsApp bots in Node.js and TypeScript with a state machine per conversation, command validation, SQLite and PostgreSQL persistence, and a live dashboard using SSE.
- Developed automations with self-hosted n8n (Docker and PostgreSQL): webhook-to-API workflows for invoice capture, collections reminders, and support for small and medium-sized businesses.
- Implemented an AI chat and an automatic LLM-powered quote tool on Cloudflare Workers, and published Bitcoin Academy, a progressive web application (PWA) available on Google Play.

Skills and technologies

Automation and RPA: Power Automate, Power Automate Cloud (cloud flows), Power Automate Desktop (Power Automate for desktop; desktop flows), RPA (Robotic Process Automation), unattended execution (unattended RPA and bots), UI automation, OCR, standard and premium connectors, business process automation, intelligent automation (hyperautomation), n8n, Make, PowerShell, GitHub Actions.

Microsoft Power Platform: Power Apps, Canvas Apps, Model-Driven Apps, Power Fx, Dataverse, Power Pages, SharePoint Online, Microsoft Teams, Microsoft 365, Microsoft Graph, Dynamics 365, ALM, managed solutions, pac CLI, Power Platform governance (environment management and DLP policies).

AI agents and LLMs: Copilot Studio, Power Virtual Agents, AI Builder, artificial intelligence agents, conversational assistants, chatbots, LLMs, Claude API (Anthropic), Anthropic SDK, OpenAI, Gemini, Gemini Vision, LangChain, LangGraph, RAG (Retrieval Augmented Generation), pgvector, Qdrant, MCP (Model Context Protocol), prompt engineering, WhatsApp Business API.

Integrations: REST APIs, OData, webhooks, JSON, OAuth 2.0, systems integration, Azure Data Factory, SharePoint Search API.

Business Intelligence and data: Power BI, DAX, Power Query M, dimensional modeling (star schema), Microsoft Fabric, SQL, SQL Server, PostgreSQL, SQLite, ETL.

Development, cloud, and DevOps: Python, TypeScript, JavaScript, Node.js, Microsoft Azure, Azure App Service, Azure Functions, Docker, Docker Compose, Git, CI/CD, Cloudflare Workers.

Methods and processes: Agile, Scrum, requirements gathering, technical documentation, functional testing and user acceptance testing (UAT), runbooks, second-level support, root cause analysis.

Education

Master's degree in Data Science. Universidad Europea del Atlántico (UNEATLÁNTICO), Spain. 2022 – 2026.

Master's degree in Business Intelligence. Universidad Internacional Iberoamericana (UNINI), Mexico. 2020 – 2023.

Postgraduate qualification in Blockchain Technology. Universidad Tecnológica de El Salvador (UTEC). 2021 – 2022.

Degree in Computer Systems Engineering. Universidad Tecnológica de El Salvador (UTEC). 2016 – 2020.

Languages

Spanish: native.

English: basic; reading technical documentation.