



Souhail Razik

AI AUTOMATION & WEB ARCHITECT

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Automation architect and full-stack engineer — six years, 50+ projects delivered across ten industries. Builds the systems a business runs on: quoting and follow-up engines, executive reporting and attribution, SEO and content pipelines, CRM integration, AI voice and chat agents — and owns the services underneath them. Leads technical delivery for US clients, managing the engineers and the AI agents that do the work.

EXPERIENCE

KingCaller

REMOTE (US) · 2025 — PRESENT

Tech Lead

- Lead delivery on three concurrent US client programs — scoping, architecture, build, handover.
- Architect the orchestration layer: **n8n** and **Make.com** wired into GoHighLevel, ServiceTitan, NetSuite, Aircall, Search Console and ad platforms, so data moves between systems without manual re-entry.
- Run AI agents in production — voice, chat and back-office — on NestJS services with PostgreSQL and Redis.
- Manage the engineers and the agent workflows on each build.

Fide Consulting

CASABLANCA · 2021 — 2025

Project Manager & Solutions Architect — Consultant in first year

- Led teams delivering CRM solutions to clients in banking, healthcare, insurance and real estate.
- Customized Vtiger CRM, built API integrations and designed Metabase BI dashboards.
- Ran requirements, timelines and deliverables with stakeholders.

Comeit Agency

CASABLANCA · 2020 — 2025

Web Architect

- Delivered full-stack web platforms, admin panels and client applications in PHP, Node.js and Python.
- Architected API integrations, database schemas and deployment pipelines across multiple industries.

While Loop

CASABLANCA · 2019 — 2021

Co-Founder

- Co-founded a web studio delivering WordPress, Flask and Node.js builds for travel, agriculture and eCommerce.

SELECTED PROJECTS

REVENUE & OPERATIONS

- **60-second quote engine** — cut quote turnaround from one to two days to under a minute, against the client's 24-hour response target. Next.js, Node.js, Claude API, read-only NetSuite catalogue.
- **Quote recovery & follow-up engine** — captures inbound RFQs from three channels, scores them by estimated order value, and runs timezone-aware SMS, email and AI voice follow-up until close or opt-out.
- **Proposal generator** — removes four to six hours of manual formatting per bid: pulls qualification requirements from government RFPs, matches them to a 50-year archive and writes the past-performance section.
- **Subcontractor outreach engine** — replaces manual chasing of the 20–30 subcontractors invited per bid with SMS, email and AI voice carrying job-specific scope, escalating until each responds or passes.

SELECTED PROJECTS (CONTINUED)

MARKETING SUITE — 13 SYSTEMS, MULTI-BRAND GROUP

- **Weekly CMO report bot** — pulls CRM, call, search and ad data; writes the weekly executive summary itself.
- **Marketing command center & attribution** — one cockpit across a multi-brand group (spend, leads, cost per lead, content output, SEO position) with attribution from ad click to phone call to closed job on a unified lead ledger.

SEO & CONTENT PRODUCTION

- **SEO bots** — crawl the estate against Search Console and draft fixes; score keyword gaps and link prospects into briefs and outreach; publish metro pages across three US markets.
- **Creative production line** — trend crawling across TikTok, Instagram, YouTube, Reddit and Google Trends; winning posts into on-brand variants; scripts and shot lists; batches of 20–50 ad creatives with review gates.

AI VOICE & CHAT AGENTS

- Inbound and outbound voice agents booking appointments and dispatching jobs into ServiceTitan; a website chat agent feeding the CRM; a CRM assistant returning KPI reports. Retell AI, Vapi, Twilio, n8n.

PLATFORM & CRM ENGINEERING

- **Insurance CRM integration** — Vtiger APIs merging third-party insurance software into one 360° view.
- **CRM mobile app** — led the mobile team extending Vtiger to a cross-platform app for global users.
- **Self-hosted automation platform** — n8n on Docker/Nginx serving multiple clients, with webhook routing.

SKILLS

AUTOMATION	n8n · Make.com · Zapier · BullMQ/Redis · webhooks · API integration
AI SYSTEMS	Claude API · OpenAI API · Retell AI · Vapi · RAG / pgvector · agent design and review gates
ENGINEERING	Node.js · NestJS · Next.js · React · Python · PHP · PostgreSQL · REST APIs
PLATFORMS	GoHighLevel · ServiceTitan · NetSuite · Vtiger · Aircall · WordPress · Shopify
CLOUD & OPS	Docker · Linux VPS · Vercel · AWS Lightsail · Nginx · cPanel/WHM · Metabase

EDUCATION

1337 Coding School (42 Network) <i>IT Architect</i> — peer-to-peer, project-based software engineering	CASABLANCA · 2018 — 2024
MED5 High School <i>Baccalaureate, Electrical Science & Technology</i>	CASABLANCA · 2014 — 2017

LANGUAGES

English — fluent · French — fluent · Arabic — native
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ACTIVITIES

- **42 Alumni Ambassador** — events and student mentoring for 42 and 1337.
- **COVID-19 green number initiative** — national volunteer helping educators and students onto remote tools.
- **MCPC 2018** — technical operations team, Moroccan Collegiate Programming Contest.
- **Olympic Club 1337** — Vice-President, 2019; student events and inter-university collaborations.