

ADRIÁN TRUJILLO PREGIGUEIRO

CRM & Automation · Workflow Design · Data & BI

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Spanish (EU) citizen · Eligible for UAE employment visa sponsorship



PROFESSIONAL SUMMARY

Business & Technology graduate (Universitat Autònoma de Barcelona, 2026) specialising in workflow automation and CRM-driven operations. Builds end-to-end automations that connect CRMs with WhatsApp, email and internal systems using Make.com, n8n, webhooks and LLM APIs, and turns the output into Power BI dashboards that track KPIs and conversion. Brings a strong data-integrity and security mindset from a Technology Risk Assurance role at BDO Spain (ITGC, access management, GDPR, ISO 27001), plus hands-on commercial experience in sales, marketing and client-facing operations. Learns new platforms fast and takes end-to-end ownership. Seeking a CRM & Automation role in Dubai.

CORE COMPETENCIES

Automation & CRM: Workflow automation (Make.com, n8n, webhooks, triggers), CRM operations & data hygiene, WhatsApp Business API, email-marketing & booking-platform integrations, Microsoft Graph API, GitHub Actions (CI/CD).

AI & Analytics: Python (Pandas), SQL, Power BI, Tableau, Advanced Excel; LLM APIs (Claude, GPT-4) for chatbots and AI-assisted workflows; KPI dashboards & conversion reporting.

Data Security & Compliance: IT General Controls (ITGC), access & change management, permissions, data integrity, GDPR, ISO 27001.

STRENGTHS (ANCHORED IN EXPERIENCE)

- **Stakeholder communication:** led client walkthroughs and risk documentation for senior leadership at blue-chip BDO clients; fluent across technical and business audiences in three languages.
- **Teamwork & performance under pressure:** years of competitive basketball built disciplined, high-trust teamwork and delivering when the stakes are high.
- **Ownership & learning agility:** launched digital operations from zero across three businesses and self-taught a modern data and automation stack — takes end-to-end ownership and adapts fast to new tools.
- **Negotiation & commercial drive:** closed and managed ~100 vehicle transactions per month with private sellers, from valuation to after-sales.

KEY PROJECTS

WhatsApp & CRM Automation System · Make.com · Webhooks · Supabase

2025

- Built a multi-tenant automation connecting a booking calendar to WhatsApp: sends and tracks appointment reminders and handles confirmations and cancellations through webhooks, with per-client configuration and deduplicated logging. Deployed for a live service business.

Automated Data Pipeline & BI Dashboard (Thesis) · Python · Power BI · GitHub Actions

2026

- Designed a fully automated Python pipeline that scrapes, cleans and consolidates data and pushes it, via GitHub Actions and the Microsoft Graph API, into a continuously updated Power BI dashboard at zero infrastructure cost. Public repository on GitHub.

EDUCATION

Bachelor's Degree in Business & Technology · Universitat Autònoma de Barcelona (UAB), Spain

2022 – 2026

A hybrid degree merging business management with applied technology, not a traditional business administration programme.

Key coursework: Data Analytics & Programming · Information Systems · Software Development & Quality Assurance · Project Management · Agile Methodologies · ITIL / ITSM · Business Strategy & Operations.

PROFESSIONAL EXPERIENCE

IT Audit & Compliance Analyst (Internship) · BDO Spain, Technology Risk Assurance

Jan 2026 – Jun 2026

- **IT General Controls auditing.** Executed ITGC audits for large enterprise and financial-services clients (including LIDL, Grupo Ebro, Honda and banking clients), covering access controls, change management and data integrity aligned with GDPR and ISO 27001.
- **Large-scale data analysis.** Performed deep-dive analysis on accounting journals of up to 14 million rows using SQL, advanced Excel and Power BI; identified exceptions, segregation-of-duties conflicts and anomalous transaction patterns across complex ERP environments.
- **Client-facing work.** Participated in client walkthroughs and stakeholder meetings; produced structured risk documentation, mapped data flows and identified control gaps for senior client and engagement leadership.

Sales & Operations Lead · Motos Turó Terrassa

Nov 2024 – Sep 2025

- **End-to-end C2B operations.** Managed the full lifecycle of second-hand motorcycle trading (~100 units/month): valuation, sourcing, negotiation with private sellers, documentation, financing coordination and after-sales support.
- **Digital growth from zero.** Launched and ran the dealership's official accounts on Wallapop, TikTok and Instagram from scratch; produced organic content that drove a measurable uplift in qualified leads and showroom footfall.
- **Operations & vendor coordination.** Coordinated daily with financing partners, administrative agents and suppliers; improved internal CRM hygiene and pipeline tracking.

Web & Digital Operations Manager · Moments per Mi (Wellness business)

2023 – Present

- **Web, e-commerce & operations.** Built the business website from scratch (35 services online) with online payments and automated PDF gift-voucher generation; manage all ongoing digital operations (~7 services/day), SEO, content and technical maintenance.

Marketing & Digital Strategy Lead · JS Trans S.L. (Transport & Logistics)

Oct 2023 – Jul 2024

- **Digital strategy & internal tooling.** Designed and executed a multi-channel digital strategy (corporate LinkedIn + website end-to-end) and co-developed proprietary driver-operations apps that improved traceability and internal communication; coordinated external lead-generation agencies.

LANGUAGES & ADDITIONAL

Spanish & Catalan (Native) · English (Fluent, C1) · Italian (Basic). **Other:** Driving licence B + A2.