

LES ALLEN

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Professional Summary

AI Solutions Architect and Automation Strategist with proven expertise in designing and implementing intelligent workflow systems that drive operational efficiency and revenue growth. Specializes in bridging business strategy with AI implementation through advanced prompt engineering, multi-platform AI integration, and AEO-First architecture. Backed by over 20 years of executive operational leadership, with a track record of improving overall operational efficiency by 30%, reducing manual reporting time by 65%, and reducing month-end closing time by 50%.

Core Competencies

- **AI Architecture & Engineering:** Multi-Agent Systems, Autonomous Workflow Design, Prompt Engineering, Custom GPT Development, Natural Language Processing (NLP)
- **Workflow Automation & Integration:** N8N, Zapier, Make.com, API Integration, JSON/ Webhook Configuration, Cloud Platforms, Firebase, Python Basics
- **Data Intelligence & Analytics:** Predictive Analytics, Data Visualization, Real-Time Dashboard Development, KPI Tracking Systems
- **Business Operations & Strategy:** AI Implementation Strategy, Change Management, ROI Measurement, Portfolio Management, Process Mapping
- **Platforms & Tools:** Yardi, Salesforce, HubSpot, ChatGPT, Claude, Gemini, Perplexity

Professional Experience

Austin AI Solutions / LAcreativeAI Solutions

Jan 2025 - Present

Founder & Chief AI Strategist

Austin, TX

- Architect and deploy autonomous AI agent systems for client portfolio management, reducing manual reporting time by 65% and enabling real-time performance tracking.
- Design multi-step AI workflows utilizing N8N and Zapier to automate lead qualification and personalized outreach sequences, improving sales team efficiency by 40%.
- Build custom GPT agents utilizing advanced prompt engineering for content generation and competitive analysis, enabling 10x faster insight delivery.
- Develop AI-enhanced customer communication systems featuring context-aware response generation, reducing response times by 70% while maintaining personalization.
- Provide AI adoption consulting and training programs for teams of 10–50 employees, achieving over 80% user adoption within 30 days of rollout.
- Engineer workflow automations connecting Yardi, CRM platforms, and communication tools, eliminating 15+ hours of manual data entry weekly per user.

The Chateau Realty Group

Nov 2005 - Present

Senior Property Manager & Strategic Tech Partner

Miami, FL

- Lead the use of AI agents, N8N workflow automation, and API-integrated data intelligence systems to modernize processes across a 20-property portfolio, enabling faster task completion and higher operational consistency.
- Spearhead enterprise-wide AI adoption initiatives, introducing automated reporting systems that reduced month-end closing time by 50%.
- Create and implement predictive maintenance scheduling systems using historical data analysis, AI forecasting models, and Make.com workflow automation, which enabled earlier issue detection and lowered emergency repair incidents
- Build AI-enhanced tenant communication systems using NLP sentiment analysis in Python and automated response suggestions, which boost tenant satisfaction and cut response time
- Develop automated vendor management and contract tracking systems, improving payment accuracy and reducing processing time by 40%.
- Train and upskill 15+ team members on enterprise AI tools and automation platforms, establishing robust internal technical capabilities.

Nella Property Management, LLC

1998 - 2020

Owner & Principal

Miami, FL

- Scaled the property management business by implementing Yardi and Salesforce for lease administration and using Zapier webhooks to automate rent collection, expanding service capacity and improving client satisfaction.
- Adopted Salesforce CRM and Mailchimp digital-marketing tools, and applied Python-based data analytics to build a technology-forward foundation that reduced manual data-entry time by 20%
- Digitized standard operating procedures and integrated traditional software to streamline workflows, improving overall operational efficiency by 30%.

- Built a data-driven decision-making culture by developing dashboards in Power BI and advanced Excel models, enabling teams to review performance quarterly, make more informed investment decisions, and improve overall business outcomes.
- Developed a custom tracking system using Claude code and API integrations with industry software to manage leads, screen tenants, and coordinate maintenance, which shortened lead response time and accelerated maintenance scheduling

Projects

Austin AI Property Solutions austinaipropertyolutions.tech

- Engineered an AEO-First PropTech platform showcasing scalable AI ecosystems and automated real estate operational workflows.

AxiomScribe Behavioral AI

- Developed a clinical note-taking and billing compliance application for behavioral health professionals.
- Built robust Firebase security rules, automated audit engines, and responsive UI components.

Robodash.ai robodashai.site

- Architected a digital booking portal for premium Tesla rentals.
- Delivered the full-stack architecture, strategic marketing pitch decks, and comprehensive website mockups.

G&F Enterprises

- Led the digital rollout and distribution network strategy for a B2B brand, deploying automated professional services agreements, invoicing, and digital marketing campaigns.

Multi-Property AI Command Center

- Designed a real-time portfolio management dashboard featuring predictive analytics and automated reporting for executive oversight.

Education

Florida International University (FIU) & Miami-Dade College

Business Marketing Studies

Miami, FL

Certification

- Advanced Enterprise AI Implementation Certification: Outskill AI
- Domain Expert LLM Evaluator Training: Mercor Rubrics & AI Training
- Cybersecurity & Data Privacy Compliance: Federal & State LIHTC Protocols
- AI & Automation Certifications: Advanced AI Agent Development & Deployment; Workflow Automation Specialist - N8N, Zapier, Make.com; Prompt Engineering & LLM Optimization; Business Process Automation