

BENEDICTUS TAWANANYASHA MAKUYANA

AI AUTOMATION & CUSTOMER RECEPTION TECHNOLOGY | FULL-STACK DEVELOPER

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PERSONAL PROFILE

Btech Computer Science student and product builder focused on practical AI, automation and User Experience(UX) Design. I build systems that turn repetitive customer conversations and internal processes into reliable workflows; combining conversational AI, APIs, n8n and modern web stacks.

Strongest proof: GuestAI, a WhatsApp-first hospitality agent and reservation workflow, and aiDo DMs, a conversational automation product for WhatsApp with Facebook DM support in development.

CUSTOMER RECEPTION AUTOMATION VALUE

AI & conversational workflows — I helped design automation around real customer journeys, follow-up and human handover.

Marketing-tech implementation — Translate campaign or customer-process requirements into working web tools.

Workflow automation — Use n8n, APIs and webhooks to reduce repetitive manual work and integrating complex systems eg. Opera.

AI productivity — Apply AI where it improves speed, consistency and decision support without removing human control.

SELECTED PRODUCT & AUTOMATION WORK

Determined Product Builder — GuestAI (guest.aido.co.zw)

2026 – Present

- Built a WhatsApp-first hospitality agent that answers guest enquiries, checks availability, progresses conversations into reservations, supports deposit requests and brings staff into the loop when human judgment is needed.
- Designed around operational outcomes rather than “chatbot” replies: reservations, follow-up, staff handover, manager visibility and reduced manual copying between guest conversations and booking workflows.
- Product approach emphasizes human-in-the-loop automation, automate repetitive steps while escalating exceptions with full context.

Developer — aiDo DMs

Current

- Developing a conversational automation product for business DMs, currently focused on WhatsApp; Facebook DM support is in progress.
- Focused on practical message automation, routing and follow-up workflows that help teams respond faster and operate more consistently. Unlike GuestAI, this model adapts to retail goods and service businesses alike, solving the issue of slow responses on potential ready to pay clients.

Independent Web & AI Projects

2020 – Present

- Built learning and portfolio projects spanning AI analytics (React / FastAPI / PostgreSQL), a multi-tenant SaaS application (Laravel / Vue / MySQL), real-time APIs, custom CMS tools and responsive web applications.
- Experience moving from idea → interface → backend/API → deployment, with a bias toward useful, testable products rather than static demos.
- Aside from these I am familiar with web design and development as well as certified on Udemy for Data Science and Analytics.

Afriform Software — Junior Developer & Campaign Manager

2025-2026

- Assisted with outreach programmes for company products, such as [TimelessHR](#). Initially the admin work (booking client meetings, organizing business conferences etc.) as well as the client reception and customer support was largely manual and repetitive. Thus I assisted team at Afriform in documenting repetitive workflows which we then adapted gradually to complete automation using the Claude API. It works so well that development furthered til, Whatsapp outreaches and marketing were now handled by the system while it reported all the details to the manager's inbox.

TECHNICAL TOOLKIT

Automation & AI: n8n · conversational AI · AI workflow design · APIs · webhooks · human-in-the-loop automation

Back End: Node.js · Laravel · PHP · Python · REST APIs

Data / Platforms: PostgreSQL · MySQL · MongoDB · Git · GitHub

Web / Front End: JavaScript · React · HTML · CSS · responsive UI

Programming: C · JavaScript · Python · PHP

Working Style: Remote collaboration · self-directed learning · rapid prototyping · Harness engineering · troubleshooting · documentation

EDUCATION & ACADEMIC HIGHLIGHTS

BTech Computer Science — Harare Institute of Technology

2026 – Present

- Part 1.1. Current focus includes software engineering foundations, operating systems and practical computing.
- AS & A Levels completed November 2025: A* Computer Science, A Pure Mathematics, B Physics.

COMMUNITY & COLLABORATION

Scholarz Gate — Community Builder

Ongoing

- Contributes to a student-focused knowledge community by sharing useful learning resources, opportunities and practical guidance; experience collaborating with Zimbabwean youth builders and hackathon teams under deadlines.

Target: Marketing teams that want practical AI + automation to improve customer response, workflow speed and team productivity.