

Nathan Prince

AI Systems & Automation Builder

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Professional Profile

AI systems and automation builder with a background in operations, business management, client relations and digital projects. I design AI-enabled workflows that connect business processes, data, automation and human decision-making. My recent work includes the development of ATO Growth Engine, Growth Network and Call Agent: connected products exploring AI-assisted growth operations, partner management and governed conversational AI. My approach combines business-process analysis, product and workflow design, AI-assisted development, testing and iteration. I am particularly interested in roles involving AI automation, AI solutions, workflow design, AI operations and AI product development.

Selected AI & Product Projects

ATO Growth Engine | *AI-assisted growth operations platform*

- Designed and directed a connected business-growth workspace spanning lead discovery, research, campaign planning, outreach, conversations, tasks and opportunities.
- Integrated AI-assisted research, signal analysis, campaign strategy, drafting and output evaluation, with explicit human approval at key decision points.
- Designed operational safeguards around suppression, validation, provider readiness, delivery states, retries and workflow recovery.
- Connected inbound conversations and Call Agent activity to follow-up tasks and commercial opportunities.

Technologies: Laravel, Livewire, PostgreSQL, OpenAI, Mailgun, Twilio, Stripe

ATO Growth Network | *AI-enabled partner growth and operations platform*

- Designed a governed workflow linking approved business knowledge, AI-assisted campaign creation, partner content, publishing, referral attribution, commission rules and controlled payout operations.
- Created human approval stages for playbooks, campaigns, partner content and finance processes so AI assists rather than acts autonomously.
- Designed partner-facing systems for campaign selection, content adaptation, branded assets and publishing.
- Connected tracked referrals and revenue events with attribution, commission calculations and auditable payout workflows.

Technologies: Laravel, Livewire, PostgreSQL, OpenAI, LinkedIn integrations, Stripe

ATO Call Agent | *Governed AI inbound-call workflow*

- Designed a standalone AI call-agent product intended to turn inbound conversations into structured, reviewed business action.
- Created configurable approved-knowledge, blocked-topic, fallback and human-handoff controls for AI conversations.
- Designed the workflow from inbound call to transcript, structured summary, lead extraction, human review and Growth Engine handoff.
- Built readiness and safeguard mechanisms covering AI configuration, voice services, integration status and failure handling.

Technologies: Laravel, Node.js, Fastify, WebSockets, Twilio, OpenAI Realtime

Core Capabilities

AI & Automation

AI workflow design · Human-in-the-loop AI · Business process automation · Prompt/system design · AI output evaluation

Digital & Customer Experience

Website design · User journeys · CRM workflows · Lead capture · Forms and onboarding · Digital communications

Product & Systems

Product thinking · Workflow architecture · Requirements definition · Business logic · Testing and iteration · AI-assisted development

Business & Operations

Operational management · Project coordination · Client and supplier relationships · Commercial negotiation · Team leadership · Marketing operations

Professional Experience

Deputy Manager — Shepherd Neame | Aug 2025 – Present

- Support day-to-day business operations, customer experience and team management in a high-volume hospitality environment.
- Coordinate staffing, compliance, service delivery and operational priorities.
- Contribute to commercial performance while resolving day-to-day operational issues.

Operations & Client Relations Executive — Tour Partner Group | Nov 2022 – Aug 2025

- Managed end-to-end operational delivery of international group travel programmes across Great Britain and Ireland.
- Coordinated complex projects involving clients, hotels, transport providers, tourism partners, deadlines and multiple operational dependencies.
- Built and maintained commercial relationships with suppliers and partners across multiple markets.
- Negotiated supplier rates and managed commercial agreements while maintaining high standards of client communication.
- Developed practical experience of fragmented workflows and administrative dependencies that now informs my approach to automation and systems design.

Business & Hospitality Management | 2013 – 2022

Deputy Manager — Young's & Co (2021–2022) · General Manager — Neat (2020–2021) · General Manager — Physic Garden Cafe (2019–2020) · General Manager — Byron Restaurants (2013–2019)

- Managed diverse operational teams and day-to-day business performance, budgets, compliance and commercial targets.
- Coordinated bookings, events and customer experiences while supporting marketing, brand activity and social media communications.
- Built extensive frontline experience of operational processes, people management and customer behaviour.

Earlier Marketing & Communications Experience | 2010 – 2013

Business Development Volunteer — Emerson Court Care Home · Marketing Assistant / Marketing & Business Development Intern — LASA · PR & Communications Volunteer — Macmillan Cancer Support

- Experience included PR and marketing communications, press releases, promotional content, brand-relaunch support, digital copy, media liaison and case-study production.

Education & Qualifications

- BA (Hons), Journalism and Print Media
- PG Cert, Psychoanalytic Studies
- Level 3 Diploma in Music Production
- CELTA — Certificate in English Language Teaching to Adults

Additional Training

WordPress & Web Design for Business · Marketing Essentials · Business Accounts · Business Structure & Law · Excel

Additional Information

Location: London, UK | Right to work: UK and EU

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