

EMİR EREN KARAMEŞE

AI Solutions Integrator

Istanbul, Türkiye | emirkaramese@gmail.com | +90 552 342 20 02 | linkedin.com/in/emir-eren-karameşe-585391201

AI Solutions Integrator who automates customer communication and business operations end to end with AI. I design LLM-based AI Agents, RAG-powered knowledge bases and STT/TTS-driven voice assistants (Voice Agents), and integrate them with CRM and PBX systems through APIs, Webhooks and MCP. Across 50+ projects in healthcare, e-commerce, mobility and B2B, I have moved the majority of sales and support operations to autonomous systems. My focus: cutting operational costs while improving service quality and speed.

CORE EXPERTISE

AI Agents | LLM Integration | RAG | MCP | Agent Orchestration | Voice Agents (STT/TTS) | Chatbots | API & Webhooks | Business Process Automation | CRM Integration | PBX Integration

PROFESSIONAL EXPERIENCE

Supsis AI — AI Solutions Integrator **Mar 2024 – Present**

- Delivered LLM-based chatbots and Voice Agents for 50+ enterprise and SMB clients, from analysis to go-live.
- Built real-time STT/TTS voice assistants and connected them to PBX systems to automate call answering and routing.
- Built RAG knowledge bases from product, pricing and FAQ content to improve AI response accuracy and consistency.
- Established bidirectional, real-time data flows between CRM, e-commerce and hospital systems using APIs and Webhooks.
- Enabled AI Agents to take actions in external systems (CRM, calendar, orders) via MCP and orchestrated multi-step workflows.

Selected client projects

- **Yolcu360:** Redesigned the customer service infrastructure end to end with AI, moving over 75% of sales operations to autonomous AI Agents.
- **Estethica:** Developed a chatbot backed by a RAG knowledge base and multilingual Voice Agents (STT/TTS) that replaced live agents across all treatment groups, handling 10,000+ conversations per month in every language; integrated bidirectionally with Medisis and Zoho CRM via API/Webhooks.
- **Ela Milla:** Built an AI Agent that pulls real-time product and stock data from the Shopify API and closes sales on Instagram and WhatsApp, making the entire sales cycle autonomous.
- **Erdem Hospital:** Deployed chatbot and automation flows that work in sync with internal hospital services and Zoho CRM, handling 25,000+ patient conversations per month, 24/7, in all languages.
- **OmniPos:** Built a TeamGram-integrated support network for all B2B customers, moving support and sales onto AI.
- **İtopya.com:** Designed custom chatbot and automation flows that offloaded 70%+ of the support team's workload to AI.
- **Hardline:** Designed an STT/TTS-based Voice Agent architecture for call answering and orchestrated it with PBX routing logic.
- **Ekol:** Built the communication infrastructure and PBX processes for internal complaint and support management from scratch.

TECHNICAL SKILLS

AI & LLMs	GPT, Claude, Gemini, DeepSeek, Qwen · Prompt Engineering, Function / Tool Calling, AI Agents
Knowledge Retrieval	RAG architecture, knowledge base design
Orchestration	n8n, Supsis AI · Multi-agent workflows, MCP (Model Context Protocol)
Voice	ElevenLabs, Azure Speech · STT / TTS, real-time Voice Agents
Integration	REST API, Webhooks, JSON
CRM	Zoho, Bitrix24, HubSpot, TeamGram, Medisis
PBX / Telephony	NetGSM, Verimor, Kırmızı Santral
Development	AI-assisted software development
Languages	Turkish (Native), English (B1), Russian (A1)

EDUCATION

Aydın Adnan Menderes University — Computer Programming (Associate Degree) **2020 – 2022**

Lüleburgaz Vocational and Technical Anatolian High School — Information Systems **2016 – 2020**