

Automating Processes with AI

More time for what matters — **AI solutions from real-world practice, already running in production**

*Recurring tasks in support, marketing, administration, and development eat up hours of your employees' time every day — and your own. As a software developer with over 10 years of experience, I build AI automations that fit seamlessly into your existing systems. **No concept paper, no demo:** every example below runs in production today — in our own online shop and at enterprise clients like Carl Zeiss.*

WHAT CAN BE AUTOMATED — REAL-WORLD EXAMPLES

Relieve customer support

The AI reads every customer inquiry and suggests ready-made replies — based on your company knowledge. Your team only reviews instead of researching. Can be deployed as a fully automatic chatbot on request.

In production: leafconnect online shop

Resolve standard cases in seconds

“Quick actions” handle entire processes with a single click: a valid complaint automatically triggers a goodwill voucher that gets created and sent; cancellation requests are processed directly.

In production: leafconnect online shop

Company knowledge on demand

Product data, FAQs, support cases, and documents are combined into an AI knowledge base and made queryable via chat. Find answers instantly instead of interrupting colleagues — and the foundation for all further automations.

In production: leafconnect online shop

Marketing on autopilot

The blog is maintained fully automatically: new articles are created without manual effort. An ongoing SEO check generates improvement suggestions — and implements them automatically.

In production: leafconnect online shop

Routine maintenance without staff

Nightly jobs detect new supplier products, generate descriptions, and apply the correct tax rates — flawlessly and without any manual work.

In production: leafconnect online shop

Accelerating software development

The entire development process, AI-assisted: meetings are transcribed and automatically turned into development tasks, evaluated by AI, and tested automatically — including a screenshot as proof. Less admin, faster releases.

In production: Carl Zeiss (development process)

EXPERIENCE THAT PAYS OFF

- ✓ **Production experience, not a pilot project:** These automations run daily in our own online shop — I know the pitfalls firsthand.
- ✓ **Enterprise-proven:** Long-term projects for Carl Zeiss and DB Cargo, including AI-assisted development processes and cloud platforms.
- ✓ **10+ years of software development:** Senior-level in C#/.NET and Microsoft Azure, certified (AZ-104, AZ-204). Security and data protection considered from day one.
- ✓ **Integration, not disruption:** Fits into your existing systems — shop, ticketing system, ERP. Your team keeps working as usual, just faster.