

VINCENT REINAN RIVERA RAMOS

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PROFESSIONAL SUMMARY

Motivated and tech-savvy professional with hands-on experience in AI automation, workflow integration, and technical support. Skilled in building automated systems using n8n, APIs, AI chatbots, and cloud-based tools to improve efficiency and productivity. Strong background in troubleshooting, customer service, and computer systems.

Programming & Technical

- Python
- Basic Web Design
- GoHighLevel (GHL)
- Prompt Engineering
- Funnel Builder
- Computer Troubleshooting
- Graphic Design

- RAG Systems
- API Integration & Webhooks
- Error Handling & Workflow Optimization
- Web Scraping (Apify)
- Automated Social Media Posting

Tools & Platforms

- HubSpot
- Airtable
- Supabase
- Apify
- Pinecone
- Google Sheets
- Microsoft Office

Programming & Technical

- Python
- Java
- Basic Web Design

- Computer Troubleshooting

- Graphic Design

Soft Skills

- Critical Thinking

- Problem Solving

- Team Collaboration

- Independent Work Capability

WORK EXPERIENCE

Field Technician – Copier Machines

Golden Cup Exim Marketing Inc. | Santa Ana, Manila

2024 – 2026

- Performed maintenance and troubleshooting for copier machines
- Diagnosed hardware and technical issues efficiently
- Provided on-site technical support to clients

Computer Technician

4Front GSM | Agoo, La Union

2018 – 2019

- Repaired and maintained computer hardware and software
- Assisted customers with technical troubleshooting
- Installed and configured operating systems and applications

Customer Service Representative

Nsource Contact Center Inc. | Lingayen, Pangasinan

2017 – 2018

- Assisted customers with inquiries and issue resolution
 - Maintained professionalism in high-volume support environments
 - Improved customer satisfaction through effective communication
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EDUCATION

Bachelor of Science in Computer Engineering

Colegio de Dagupan

2009 – 2013

4th Year Undergraduate

Secondary Education
Bail National High School
2005 – 2009

Primary Education
Bail Elementary School
1999 – 2005

ADDITIONAL INFORMATION

- Strong interest in AI automation and workflow systems
- Fast learner with adaptability to new technologies
- Experienced in both technical support and automation development