



Ivan Mark Mendez

AI Automation Developer
Telemarketer

Contact information

✉ markivanmendez1997@icloud.com

☎ +63 955 461 0909

🌐 imendez.online

Skills

- Communication Skills
- Problem-Solving
- Critical Thinking
- Attention to Detail
- Adaptability
- Time Management
- Client Coordination
- Active Listening
- Patience
- Team Collaboration

Education

● Hotel & Restaurant Management Colegio De La Ciudad De Zamboanga

Major: Marketing Management. A graduate with a strong foundation in consumer behavior, market analysis, and strategic planning. Equipped with skills in data analysis and communication, ready to contribute to brand development and business growth.

Experience

● Core Business Solutions, LLC August 2025 – Present AI Automation Developer

- Developed and managed AI automation systems using GoHighLevel, including AI Voice automation and Conversation AI workflows.
- Set up new client accounts in GoHighLevel by configuring sub-accounts, pipelines, workflows, triggers, custom fields, and automation settings.
- Integrated n8n webhooks with GoHighLevel to connect external tools, transfer data automatically, and improve workflow efficiency.

● GabTech Global LLC, September 2023 – August 2025 Telemarketer

- Conducted outbound calls for EducateU Telemarketing Campaign, providing program information and pre-qualifying interested prospects.
- Engaged with leads to verify details, answer inquiries, and schedule follow-up calls. Managed Tenney Data Mining Project, collecting, organizing, and verifying data sets for research and marketing use.
- Performed data coding and categorization tasks for graduate school research datasets to ensure data consistency and accuracy.

● Core Business Solutions, LLC December 2021 – August 2023 AI Telephony Specialist

- Collaborated with the development team to design, test, and implement AI-based telephony systems for business operations.
- Configured and optimized VoIP and automated calling platforms to improve call efficiency and lead management
- Monitored telephony performance metrics, identifying and troubleshooting issues in call routing or integration.

About Me

AI Automation Developer with hands-on experience in GoHighLevel AI Voice, Conversation AI, CRM workflows, triggers, custom fields, custom actions, and n8n webhook integrations. I help businesses automate lead capture, follow-ups, and client communication so their systems work smarter—and so people can stop chasing every button manually. Skilled in AI telephony, CRM setup, workflow testing, and making automations behave when they decide to be dramatic.

Soft Skills

- GoHighLevel AI Voice Automation
- Conversation AI Workflow Setup
- n8n Webhook Integration
- CRM Workflow Automation
- Custom Fields and Custom Actions
- Trigger and Pipeline Setup
- Lead Generation
- Cold Calling
- Appointment Setting
- Lead Qualification
- Customer Service
- Objection Handling
- Customer Service

Experience

- **VXI Global Holdings Customer Service Representative** February 2020 – November 2021
 - Handled high-volume inbound calls from customers regarding billing inquiries, account updates, and service issues.
 - Delivered technical troubleshooting support for mobile device and network connectivity problems.
 - Assisted customers with billing adjustments, payments, and plan upgrades.

Freelance experience

- **Freelance Digital Sales Specialist** present
 - Promoted and sold digital products and online services through social media and e-commerce platforms.
 - Handled customer inquiries, order processing, payment confirmation, and after-sales support.
 - Created posts and product listings to attract customers and increase online sales.
- **Freelance IT Support Technician** present
 - Provided remote technical support for PC formatting, system setup, software installation, and basic troubleshooting.
 - Assisted clients with mobile device setup, account recovery support, and device configuration.
 - Performed remote diagnostics to identify software, performance, and system issues.
 - Helped clients install, update, and configure applications, drivers, and operating systems.

Declaration

I hereby declare that the information provided in this resume is true and correct to the best of my knowledge.

Signature: Ivan Mark Mendez

