

# HANNAH BEA FORMENTO

Calamba City, Laguna, 4027 | +63 938 366 7859 | hannahformento.dev@gmail.com

 [LinkedIn](#) |  [Portfolio](#)

---

## PROFESSIONAL SUMMARY

Detail-oriented and adaptable System Engineer with hands-on experience in CRM automation, workflow optimization, and system integration. Skilled in Python, PHP, and data management, with a proven ability to improve operational efficiency through automation and cross-platform solutions.

## TECHNICAL SKILLS

**Programming Languages:** Python, Java, C++, PHP, JavaScript

**Web Development:** HTML, CSS, JavaScript, PHP

**Database Management:** MySQL, SQL

**Automation & CRM Tools:** GoHighLevel, Zapier, Monday.com, Slack

**Tools & Platforms:** Git, Unity, Blender, Canva

**Data Analytics & Visualization:** Microsoft Excel, Google Sheets

**Testing & Debugging:** System testing, Troubleshooting

## SOFT SKILLS

- Project Management
- Team Collaboration
- Adaptability
- Attention to Detail
- Time Management
- Problem Solving
- Communication

## EXPERIENCE

**OptoGrow Operations Management Solutions, Philippines** — *Systems Engineer*

DECEMBER 2024 - PRESENT

- Manage and configure CRM systems using **GoHighLevel**, optimizing lead generation, pipeline automation, and client onboarding workflows.
- Implement workflow automations with **Zapier**, reducing manual data handling by **40%** and improving operational efficiency across departments.
- Collaborate with internal teams via **Slack** and **Monday.com** to streamline project tracking, cross-functional communication, and task management.
- Monitor and maintain system integrations across multiple SaaS platforms, ensuring **99% uptime** and seamless data synchronization.
- Document system configurations, SOPs, and automation logic to support scalability, knowledge sharing, and efficient maintenance.

### OptoGrow Operations Management Solutions, Philippines — *IT Intern*

NOVEMBER 2024 – DECEMBER 2024

- Assisted in daily IT operations and troubleshooting, gaining hands-on experience with software deployment and system maintenance.
- Conducted system testing and user training to support smooth adoption of new CRM workflows and internal tools.
- Contributed to process documentation and reporting, reinforcing best practices in operational support and knowledge transfer.

### Torres Technology Center Corporation, Philippines — *Data Analytics Intern*

JANUARY 2021 – MARCH 2021

- Cleaned and prepared raw datasets using **Microsoft Excel**, improving data accuracy and readiness for analytical reporting.
- Created dashboards and reports to track performance metrics, aiding management decisions and operational improvements.
- Collaborated with technical and analytical teams to align data requirements with business needs.
- Maintained data documentation to ensure consistency, integrity, and compliance with internal database standards.

## EDUCATION

**City College of Calamba** — *Bachelor of Science in Computer Science*

2021 - 2025, Calamba City, Laguna

**Relevant Coursework:** Data Structures, Web Systems, Database Management, Software Engineering, Artificial Intelligence, Machine Learning, Cybersecurity, Game Development, And Cloud Computing.

**Calamba Doctors' College** — *STEM (Science, Technology, Engineering, And Mathematics) Strand*

2019 - 2021, Calamba City, Laguna

## RELEVANT PROJECTS

### Appointment Booking & Reminder Flow

*An end-to-end appointment management solution*

- Developed a booking system integrated with **GoHighLevel** to automate client scheduling, confirmation, and reminder notifications.
- Reduced missed appointments by **30%** through SMS and email reminder automations.
- Documented workflow logic and integration points for scalability and reusability.

### Automated Lead Capture & Nurturing Workflow

*A scalable CRM automation using GoHighLevel and Zapier*

- Designed a fully automated lead pipeline using **GoHighLevel** and **Zapier**, enabling real-time lead assignment and follow-ups.
- Integrated web forms and behavioral tagging to personalize client communication and increase lead conversion efficiency.

### Task Management Automation

*A streamlined task assignment and notification system*

- Built an automated task creation and notification system using **Monday.com**, **Slack**, and **Zapier**.
- Reduced manual task updates by **50%**, improving visibility, accountability, and project turnaround time.