

Jhanna D. Vicente

Jhanna's Resume Website

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AI AUTOMATIONS SPECIALIST

Results-driven AI Automations Specialist with hands-on experience designing and deploying end-to-end workflow automations that reduce manual tasks and improve efficiency. Started out as a Virtual Assistant working with international clients as a Social Media Manager, Sales Expert, and CRM Professional. Pivoted to become a Technical Virtual Assistant specializing in AI Automations back in 2022. Skilled in leveraging Python, OpenAI API, Zapier, Make, and n8n to build AI-driven solutions for CRM, finance, project management, and social media.

PROJECTS

- Built car rental chatbot (LLM + n8n) automating inquiries, availability, booking, payments, and confirmations.
 - Developed CRM automations for lead generation, profiling, cold outreach, and customer acquisition funnels.
 - Created social media automation systems for competitor research, content ideas, copy, and image generation.
 - Automated bookkeeping, payables, receivables, and reconciliation workflows using LLM + Zapier.
 - Built Voice AI Agent Receptionist for a dental clinic, handling appointments and customer inquiries.
 - Produced AI-driven marketing and content workflows, boosting consistency and engagement.
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EXPERIENCE

Virtual Assistant (Freelance & Project-Based)

Various Clients (International Clients) [2020-2022]

- Managed social media content and copywriting, boosting engagement by 75% across multiple platforms.
- Handled CRM funnels for inbound and outbound acquisition, improving lead conversion rates by 30%.
- Designed and deployed a workflow management automation system for an organization, increasing efficiency by 25% and enabling teams to complete projects ahead of schedule.

AI Automation Specialist (Freelance & Project-Based)

Various Clients (Organizations and Local business Owners) [2022-Present]

- Developed AI-powered chatbots for local businesses (driving ₱300K in monthly revenue), enabling seamless handling of inquiries, appointment scheduling, and payment processing.
 - Implemented an automated project management workflow for an organization with 70+ team members, improving task tracking, productivity monitoring, and overall operational efficiency.
 - Built and managed an automated inbound/outbound lead handling system for a Mental Wellness Coach, integrating social media lead monitoring with AI-driven outreach to increase client acquisition.
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SKILLS/ TECH STACK

- **Automation Platforms & RPA:** Zapier, Make (Integromat), n8n, Retool, UiPath (basics), Google Apps Script
- **AI & Machine Learning:** OpenAI API, LangChain, Prompt Engineering, ChatGPT Integrations, NLP Basics, Retell AI (Voice AI)
- **Programming & Scripting:** Python (Pandas, Requests, FastAPI), JavaScript (Node.js basics), SQL (queries, automation)
- **APIs & Integrations:** REST APIs, Webhooks, Slack, Notion, ClickUp, Airtable, Google Workspace, CRMs
- **Other Tools:** GitHub, Docker (basics), Cloud Platforms (Google Cloud, AWS – basics), Trello, Asana