

BILL M. MALTO

AI Automation Specialist

+63 961 741 0408 • maltoyeet@gmail.com • Pasig City, Metro Manila
Portfolio: www.automatewithbill.dev



PROFILE

AI Automation Specialist focused on building intelligent, no-code systems that save businesses time and drive measurable results. Designs and deploys automated workflows using n8n, Make.com, Zapier, and Claude, with CRM and marketing automation in GoHighLevel. Backed by years of technical and customer service experience in the BPO industry and hands-on involvement in AI/LLM training, bringing both the builder's and the end-user's perspective to every automation project.

CORE SKILLS

- AI Automation:** n8n, Make.com, Zapier — workflow design, triggers, multi-app integrations
AI Tools & LLMs: Claude — AI-assisted workflows, prompt design, content & data processing
CRM & Marketing: GoHighLevel — pipelines, lead nurturing, campaign & follow-up automation
Integrations: API integrations, webhooks, third-party tools, data entry & management automation
Support & Data: Technical & customer support (chat, email), AI data annotation (image, video, audio, text)

EXPERIENCE

- No-Code AI Automation Specialist** 02/2025 – Present
Freelance
- Design and deliver end-to-end AI automation solutions using n8n, Make.com, Zapier, and GoHighLevel — streamlining client workflows and eliminating repetitive manual tasks.
 - Build AI-assisted workflows with Claude for content generation, data processing, and automated client communication.
 - Implement CRM and marketing automations in GoHighLevel, improving client engagement, lead capture, and follow-up management.
 - Integrate third-party tools and APIs to connect business systems into seamless, reliable pipelines.
- AI Data Annotator — LLM Training** 2026 – Present
6-Month Project-Based Contract (concurrent with freelance work)
- Annotate and evaluate multimodal datasets (image, video, audio, text) to train and improve large language models, following strict quality and accuracy guidelines.
- Technical & Customer Service Representative** 12/2019 – 01/2025
WNS Philippines • Sutherland Global Services • Concentrix CVG Philippines (BPO)
- Provided technical and customer support via chat and email for U.S.-based clients — troubleshooting issues, managing inbound inquiries, processing reservations, and resolving complaints.
 - Maintained high customer satisfaction scores and timely issue resolution in fast-paced, high-volume environments.

EDUCATION

- BS in Information Technology** 2011 – 2016
Computer Arts & Technological College Inc.

LANGUAGES & REFERENCES

- Languages:** English, Filipino
Reference: Samuel Samala, Account Manager • +63 951-578-208 • samuelsamala11@gmail.com