# CHRISTIAN JUNE M. RAMOS

*GENERAL VIRTUAL ASSISTANT*

ADMIN | HR | TECH SUPPORT | AI AUTOMATION | WEB DESIGN | CRM OPTIMIZATION


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## SUMMARY


I am a highly skilled and detail-oriented General Virtual Assistant and System Administrator with a Bachelor's degree in Computer Technology. My expertise spans CRM architecture, technical troubleshooting, AI-driven business automations, and endpoint security. I am adept at streamlining workflows, integrating automation tools like n8n and Zapier, and delivering innovative solutions to improve remote operational efficiency and scale international operations.


## SKILLS AND TOOLS

**TECHNICAL:**

- Remote Troubleshooting (Hardware/Software, Devices, Connectivity).
- Hardware Repair (Printers, WiFi, Telecom, Computer, Mobile Devices).
- Software Repair (Email Systems, Cloud Storage, Data Transfer and Recovery).
- CRM Integrations and Automation (GoHighLevel, Zoho CRM, Zoho Desk, Third-Party Tools, API & Webhook Integration).
- AI Integrations and Configuration (n8n, Zapier).
- System Administration and Security Maintenance (Malwarebytes ThreatDown, Bitdefender Antivirus Management and Renewal Process, EDR).
- Website Designing and Sales Funnel Creation (WordPress, GoDaddy Builder, GHL Funnels, Lovable).

**HR & ADMINISTRATIVE:**

- Proficiency in Google Workspace.
- Time Tracking Monitoring and Setup (Onboarding, User Access).
- Customer Support Service (Inbound/Outbound Tech Support, Remote Desktop/Zoho Assist).

**ACCOUNTING:**

- Billing Processes (Invoicing, Accounts Receivable Follow-ups using Xero, GHL and Zoho Books).

**GRAPHICS AND SOCIAL MEDIA:**

- Adobe Photoshop (Image Editing, Banner Creation, Design).
- Canva and PosterMyWall (Poster and Ad Design Templates, Social Media Graphics).
- GoHighLevel (AI marketing funnels, Leads, Opportunities, Social automations).
- Gamma, Midjourney, and Runway (Advanced Graphic Design for Marketing presentations and posting).
- GitHub, Claude AI, Zapier, and GPT (Coding and Training AI Chatbots and Interactive AI).
- HeyGen, Elevenlabs, and CapCut (Video content creation and editing for Facebook, Instagram, and YouTube).

## EXPERIENCE

**Dot Net NZ Ltd.** FEBRUARY 2023 - MAY 2026
*General Virtual Assistant*

- Technical Support and Troubleshooting: Answered inbound and outbound technical support calls and booked customers for remote sessions. Used remote desktop tools like Zoho Assist to troubleshoot complex client issues.
- System and Security Management: Managed Malwarebytes ThreatDown and Bitdefender endpoint security (EDR). Deployed endpoints to sites and set up active notifications for detected threats and renewal of services.
- Automation and CRM Optimization: Designed and maintained client's GoHighLevel, Zoho Desk, and Zoho CRM automations, including lead cycles and lead nurturing. Deployed automated workflows using n8n and Zapier, open APIs, and webhooks to connect notifications, lead tracking, invoicing, and CRM systems. Setup GoHighLevel CRM, handling domain mapping, custom email configurations, and SMS setup. Cleaned and imported client data from Zoho CRM to GHL.
- Website and Social Media Management: Created and maintained sales funnels and websites for clients. Created short-form videos and posts for client's social media and managed Google Ads for each post.
- Onboarding and Task Management: Managed technical onboarding processes for new hires, including hardware setup with time-tracking software, granting user access for GoHighLevel and internal platforms, and sending out contracts.
- Financial Operations: Managed billing processes, including invoicing and accounts receivable (AR) follow-ups, ensuring accurate financial documentation.

**Linkserve Solutions BPO** JUNE 2022 - JANUARY 2023
*Appointment Setter*

- Customer Engagement and Lead Generation: Handled high-volume of lead queues, executing cold calls to qualify leads, handle inquiries, and successfully book appointments.
- CRM and Reporting: Utilized Google Workspace and CRM systems to prepare performance reports, update pipeline notes, and maintain accurate records.

**Remotasks** JUNE 2020 - MAY 2022
*Data Annotator | QA*

- Quality Assurance: Responsible for auditing, evaluating, and correcting the spatial annotations of the team to ensure the highest level of data accuracy.
- Data Analysis and AI Training: Completed project-based tasks on 3D LiDAR spatial annotation and text data entry/categorization. Strictly adhered to complex project guidelines, consistently applying exact specifications to all tasks.
- Remote Collaboration: Communicated with remote teams using Slack, Teams, and Discord for fast project troubleshooting and workflow alignment.

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## EDUCATION HISTORY

**Batangas State University - National Engineering University** AUGUST 2019 - JULY 2023
*Bachelor of Industrial Technology Major in Computer Technology*