Kollykyster Acera

AI Automation Specialist

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SUMMARY

AI Automation Specialist who builds AI-powered workflows with GoHighLevel, n8n, Make, Zapier, the OpenAI API, webhooks, and prompt engineering — helping businesses reduce repetitive work, improve efficiency, and streamline operations.

SKILLS

- AI Workflow Automation
- AI Agents & OpenAI Integration
- API & Webhook Integration
- CRM & Business Process Automation

WORK EXPERIENCE

Administrative Assistant III

Aug 2024 – Jun 2026

Government Agency

- Managed and processed approximately 20+ administrative requests/records per week while maintaining accuracy.
- Prepared and maintained 10+ reports, documents, and administrative records monthly, ensuring accuracy and compliance with organizational procedures.
- Coordinated with 10+ internal departments/stakeholders to support administrative operations and resolve documentation or workflow requirements.
- Assisted with procurement, budgeting, and administrative activities involving ₱50,000+ in transactions/budgets, ensuring proper documentation and processing.

Service Crew

Jul 2022 – Dec 2024

McDonald's

- Processed approximately 100+ customer orders per shift using the POS system while maintaining accurate order entry and payment processing.
- Handled approximately ₱100,000+ in daily transactions, including cash, debit, credit, and digital payments while maintaining accurate payment records.
- Collaborated with the entire crew during peak business hours to maintain efficient order preparation and customer service.

Service Crew

Aug 2021 – Aug 2022

Jollibee Foods Corporation

- Maintained cleanliness and sanitation across 3+ assigned work areas during regular and peak operating hours.
- Worked collaboratively with 5+ team members per shift to maintain smooth restaurant operations during high-volume periods.

CERTIFICATIONS

- n8n Certified Automation Expert
- Zapier Certified Expert
- Make Certified Advanced Integrator

EDUCATION

Foundation in Business Administration

Jun 2021 – Apr 2023

PHINMA Cagayan de Oro College