

# PRINCE JOHANZEN BIGORNIA

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## Technical Operations & Automation Specialist

### PROFESSIONAL SUMMARY

Technical Operations and Automation Specialist with experience managing CRM systems, workflow automation, WordPress development, and large-scale data operations for remote teams and marketing organizations. Skilled in building automation workflows using n8n, Zapier, and Make, improving operational efficiency, maintaining technical systems, and coordinating cross-functional projects. Strong background in process documentation, systems troubleshooting, and operational support.

### TECHNICAL SKILLS

- **Automation:** n8n, Zapier, Make
- **CRM & Project Tools:** GoHighLevel, Monday.com, Asana, Trello
- **Web & CMS:** WordPress, Elementor
- **AI Tools:** ChatGPT, OpenAI API, Claude
- **Data Operations:** Database Cleanup, Data Migration, QA, Data Integrity
- **Systems:** Networking Basics, NAS Administration, Technical Troubleshooting
- **Documentation:** SOP Creation, Workflow Documentation, Process Mapping

### PROFESSIONAL EXPERIENCE

#### Technical Project Manager & WordPress Developer

Full Circle Aftercare | Oct 2024 – April 2026

- Managed and maintained WordPress websites, ensuring performance, responsiveness, security, and uptime reliability.
- Led technical project coordination between leadership, developers, and content teams to streamline website updates and operational workflows.
- Developed and optimized automation workflows using n8n, Zapier, and CRM integrations to reduce repetitive administrative tasks.
- Implemented website improvements, troubleshooting solutions, and backend optimizations that enhanced user experience and operational efficiency.
- Created technical documentation and SOPs for website management, workflow processes, and internal operations.

#### Data Operations Project Lead

Latter Financial Group | Feb 2023 – Oct 2024

- Directed the migration and auditing of large-scale financial datasets while maintaining compliance with security and confidentiality standards.
- Designed automated data-cleaning workflows that improved retrieval efficiency and reduced database errors.
- Developed SOPs and technical documentation to standardize internal database operations and team processes.

#### Systems & CRM Administrator

Coldwell Banker Realty | Feb 2021 – Mar 2023

- Managed CRM databases and digital marketing assets to improve lead tracking and operational organization.

- Coordinated listing data, documentation, and website updates to support real estate transactions.
- Provided technical and administrative support for CRM and workflow-related issues.

### **Technical Support Specialist**

Comcast | Apr 2019 – Jan 2021

- Diagnosed and resolved hardware, software, and network connectivity issues for customers.
- Documented troubleshooting procedures and technical logs to improve support efficiency and issue resolution.

### **TECHNICAL PROJECTS**

#### **Self-Hosted Infrastructure & Automation Lab**

- Deployed and managed NAS-based storage infrastructure and self-hosted services for experimentation and systems management.
- Maintained local networking, server uptime, storage optimization, and remote accessibility.
- Explored self-hosted AI tools, automation systems, and private cloud data management environments.

### **EDUCATION**

#### **Bachelor of Science in Information Technology**

University of Negros Occidental – Recoletos | 2019 – 2023

### **CERTIFICATIONS**

- Cisco Networking Basics
- Cisco Network Addressing & Troubleshooting
- Google Technical Support Fundamentals
- Google Project Management

### **SOFT SKILLS**

Analytical Thinking, Problem-Solving, Communication, Technical Troubleshooting, Team Coordination, Process Improvement