

CHRISTIAN JAY VILLA

AI AUTOMATION SPECIALIST & FRONTEND DEVELOPER

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PROFESSIONAL SUMMARY

IT graduate who builds AI-driven automation systems - including chatbots, lead-scoring CRM workflows, and support routing - and pairs them with clean, functional frontend work. Experienced in high-volume customer support, ManyChat automation, technical troubleshooting, and turning repetitive work into reliable systems with clear human handoffs.

CORE SKILLS

Automation & AI: ManyChat, workflow automation, AI chatbot design, lead scoring, CRM logic, conversation mapping

Frontend: HTML, CSS, JavaScript, TypeScript, React / Next.js, Python basics, UI/UX fundamentals

Support & Operations: Customer and ticket support, technical troubleshooting, PC hardware, BIOS and OS setup, e-commerce order management

Tools: Git, GitHub, Google Workspace, Microsoft Office, Slack, Zoom, CapCut, Adobe Premiere Pro

PROFESSIONAL EXPERIENCE

Virtual Assistant / ManyChat Automation Specialist

Remote | October 2024 - April 2026

- Managed more than 300 daily customer inquiries across chat and email while maintaining clear, timely support.
- Mapped common support intents and built ManyChat flows for routine questions, account support, and structured human escalation.
- Monitored automation performance, refined weak paths, and kept CRM follow-up states organized.

PC Retail & Technical Support Technician

Iloilo, Philippines | October 2025 - April 2026

- Provided technical consultation and repair support for custom PC builds and everyday computer issues.
- Completed BIOS configuration, OS installation, component troubleshooting, and in-store or remote support.

Western Visayas AI Hackathon - Participant & Front-End Developer

Western Visayas | Project-based

- Helped turn the team's AI concept into a clear, functional interface for demonstration and presentation.

Philippine Startup Challenge 9 - Front-End Developer

Philippines | Startup competition

- Built and refined the competition project's frontend and helped bring the project to the finalist round.

MIRU Election - Technical Support

Election operations | Project-based

- Supported election technology operations, assisted with technical issues, and helped keep assigned systems operational.

SELECTED PROJECTS

AI Customer Support System - Designed end-to-end ManyChat automation for high-volume inquiries, with branching resolution paths and intentional human handoffs.

AI Lead Qualification CRM - Built scoring and tagging logic around lead intent, profile fit, engagement, and response behavior to help teams prioritize outreach.

E-commerce Automation Bot - Created guided support paths for order status, shipping, returns, and policy questions, with escalation for disputes and edge cases.

EDUCATION & CREDENTIALS

Bachelor of Science in Information Technology - Capiz State University, 2025

Python Programming Level 3 Certified | UI/UX Design Fundamentals

486 Hours On-the-Job Training (Technical Operations) | Video Editing for Digital Content Creation

LANGUAGES

English - Fluent | Filipino - Native