

Giuseppe Autentico

GOHIGHLEVEL SPECIALIST | MARKETING AUTOMATION & AI

Tagbilaran, Bohol, Philippines

PROFESSIONAL SUMMARY

GoHighLevel operations specialist with 3+ years of experience spanning technical support, system creation, marketing automation, and AI assistants. Experience across 400+ projects and managing 10-15 sub-accounts simultaneously. Combines SME support and team coaching with hands-on CRM implementation, integrations, and campaign delivery for agencies, creators, and service businesses.

CORE EXPERTISE

GoHighLevel CRM & snapshots • Workflow automation • Voice AI & Conversation AI • Funnels & websites • Email/SMS marketing • API integrations & webhooks • Client onboarding • A2P registration • Email deliverability • Testing & troubleshooting

PROFESSIONAL EXPERIENCE

Revenue Doctor | Mar 2026 - Aug 2026

Senior GHL Operations

- Managed GHL implementation and ongoing improvements for Revenue Doctor and Titan Roofing of Texas; built Voice AI and Conversation AI for lead qualification, inquiries, and appointment support.
- Created callback-request workflows and internal notifications; configured prompts and transcript extraction to capture contact details, service needs, and callback availability.
- Built and refined missed-call, after-hours, no-show, estimate follow-up, reactivation, and review-request automations; updated appointment and pipeline workflows.
- Configured sending domains, SPF/DKIM/DMARC, email warm-up, and A2P opt-in materials; tested workflows and resolved DND, condition, and CRM field issues.
- Created website pages and branded-domain setups, including a Titan Roofing roof-repair page; documented changes, test results, and remaining issues.

Lionheart LLC | Aug 2025 - Mar 2026

Senior GHL Operation

- Managed GHL funnel and automation delivery for Pixelated Apollo, Real Crusades History, Bellum et Historia, and Dash Rendar, from lead-magnet setup through campaign testing.
- Connected domains and sending domains; created PDF-delivery emails, serialized nurture sequences, video-based campaigns, and A/B tests.
- Audited mobile layouts and opt-in paths; developed reusable funnel templates, course copy, thumbnails, lesson graphics, and community assets.
- Tracked campaign performance, including a Real Crusades History campaign with 54 leads, 138 delivered emails, an 81% open rate, and a 15% click rate.

PROFESSIONAL EXPERIENCE - CONTINUED

Venus Capital | Sep 2024 - Jul 2025

GHM Engineer / Whole System Creator

- Designed and built the company's GoHighLevel system, structuring CRM and automation processes to support customer communication and follow-up.
- Translated business needs into connected workflows, with SMS campaigns and personalized messages supporting lead nurturing and customer retention.
- Segmented audiences using customer behavior and coordinated SMS with email and social media campaigns for consistent communication.
- Monitored delivery and engagement, adjusted campaign settings, and maintained the system as operational needs evolved.

Level9Virtual | Nov 2023 - Sep 2024

SME / GHM Main Support

- Served as the Subject Matter Expert and primary GHM support resource, troubleshooting account issues and guiding clients and team members through platform use.
- Configured CRM contacts, pipelines, calendars, funnels, and websites; built segmented email/SMS campaigns and tested content, subject lines, and send times.
- Connected HighLevel with CRM, email, SMS, and analytics tools through APIs; supported data migration and monitored workflow performance.
- Led onboarding, prepared training materials, configured access, and created reusable snapshots to support consistent client setups.

TaskUs | Feb 2023 - Oct 2023

POC / SME

- Served as a Point of Contact and Subject Matter Expert, supporting customer inquiries, content-moderation questions, and escalated concerns.
- Explained policies and moderation decisions, coordinated issue resolution with other teams, and provided process guidance to team members.
- Led team meetings, monitored performance, coached colleagues, and contributed to training materials and conflict resolution.
- Built automated email workflows, reminders, follow-ups, and behavior-based responses; integrated tools and monitored workflow performance.

TOOLS & PLATFORMS

CRM & automation: GoHighLevel, HubSpot, Zendesk, Zapier, Make, Pabbly, webhooks, and APIs.

Integrations & delivery: Stripe, PayPal, Zoom, Facebook Lead Ads, Google Business Profile, Slack webhooks, Instantly, DNS, and CSS/JavaScript.

EDUCATION

BS Mechanical Technology, major in Electrical Technology

Bohol Island State University | Aug 2020 - Feb 2022 | Tagbilaran, Bohol

SELECTED TRAINING & RECOGNITION

Training: Google Analytics for Beginners; Advanced Google Analytics; Social Media Certified; Digital Advertising Certified; Data Analysis; Leadership Skills. Completed GoHighLevel Level 3 coursework (certificate pending).

Awards: POD VA of the Year; Leadership Star Award; Senior High Class Salutatorian (2019).