

Blyth Ryan Nacilla

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EXPERIENCE

Customer Service Representative

August 2022 – April 2023

Harte Hanks

- Handled customer calls for entertainment accounts, providing assistance with account concerns and service-related inquiries.
- Assisted customers with billing, payments, and account-related concerns while maintaining accurate information.
- Provided professional customer support through clear communication, active listening, and problem-solving.
- Handled calls efficiently while maintaining a positive customer experience and following account procedures.

GoHighLevel Specialist

July 2026 – August 2026

Astro Ai Automations

- Built and configured workflows and automations to reduce repetitive manual tasks and streamline business processes.
- Created funnels and landing pages designed to capture leads and support the customer journey.
- Created and configured CRM pipelines to organize leads and improve the management of sales and follow-up processes.

EDUCATION

ACLC Guadalupe

2021 – 2022

TVL-ICT

Guadalupe Nuevo, Makati City

Manuel S. Enverga University Foundation (MSEUF)

2023 – 2026

BS in Information Technology

Lucena City, Quezon Province

RECENT PROJECTS

Lead Qualification Automation | GoHighLevel

July 2026

- Built and configured an automated lead qualification workflow to organize incoming leads and move them through the appropriate pipeline stages.
- Configured workflow triggers and actions to reduce manual lead management and ensure consistent follow-up.
- Created a structured pipeline to improve visibility into lead status and progression.

Lead Nurturing Automation | GoHighLevel

July 2026

- Built and configured an automated lead nurturing workflow to maintain consistent communication with prospects.
- Configured automated follow-ups and workflow conditions to reduce repetitive manual tasks.
- Designed the workflow to keep leads engaged while automating follow-up processes.

Appointment Booking Automation | GoHighLevel

July 2026

- Built and configured an automated appointment booking workflow to streamline the process from lead inquiry to scheduled appointment.
- Connected lead capture, pipeline management, appointment scheduling, and automated follow-ups into one workflow.
- Reduced manual booking and follow-up tasks by automating repetitive steps throughout the appointment process.

TECHNICAL SKILLS

Productivity Application: Google and Microsoft Productivity Apps, Canva, Slack, Notion

Specialization: GoHighLevel, Make, n8n