

# CHANRYLE JAY CAGARA

## AI AUTOMATION & TECHNICAL OPERATIONS SPECIALIST

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Detail-oriented **IT graduate** and **AI Automation & Technical Operations Specialist** with 4+ years of experience across digital operations, administrative coordination, technical support, and compliance-focused app review. Skilled in designing cost-efficient automation workflows using **n8n, Zapier, webhooks, API integrations, PostgreSQL, and LLM APIs including Gemini, Claude, and Deepseek**. Known for managing 100+ complex digital submissions daily, maintaining 100% accuracy, and improving operational workflows through structured troubleshooting, escalation, and reporting.

### TECHNICAL & OPERATIONAL SKILLS

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**Workflow Automation:** n8n, Zapier, Webhooks, API Integrations, Workflow Error-Handling

**AI & Large Language Models:** Gemini API, Claude API, Deepseek API Integration

**Backend & Databases:** Python, SQL Basics, PostgreSQL, Neon SQL

**IT & Admin Tools:** WordPress, Salesforce, Avaya X, Live Engage, Microsoft Excel, Word, Outlook, Teams, OneDrive

**Operations & Security:** Content Moderation, App Review, Compliance Auditing, Ticket Escalation, Customer Support Operations, Technical Troubleshooting

### PROFESSIONAL EXPERIENCE

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#### Accenture | Content Operations Specialist (App Review)

May 2025 – Present | Philippines

- Evaluate 100+ complex digital application submissions daily, ensuring adherence to platform compliance standards, copyright laws, and corporate policies.
- Audit policy findings, document risk indicators, and escalate high-risk tickets while maintaining precise administrative performance reports.
- Maintained 100% accuracy metrics and exceeded daily productivity benchmarks, earning Top Performer recognition for 6 consecutive months.
- Apply compliance auditing, content moderation, and app review workflows to support high-volume digital operations with consistent quality control.

#### Teletech Inc. | Customer Support Representative

Aug 2023 – Sep 2024 | Philippines

- Delivered technical troubleshooting and operational support for client issues, sustaining a 95%+ customer satisfaction rating.
- De-escalated complex account and system issues, reducing overall client complaints by 20%.
- Improved response templates and troubleshooting documentation with internal teams, increasing workflow efficiency by 15%.
- Used CRM and support tools to manage customer interactions, document issue history, and support timely ticket resolution.

## **Alorica | Customer Support Associate**

Jul 2022 – Jan 2023 | Philippines

- Resolved customer inquiries across phone and chat channels, covering connectivity, account security, and billing support.
- Logged customer interactions in CRM tools, tracked active service tickets, and followed up on pending resolutions.
- Supported customer support operations by maintaining accurate case documentation and escalating unresolved issues through proper channels.

## **Accenture | Administrative & Recruitment Coordinator**

Mar 2021 – Dec 2021 | Philippines

- Coordinated end-to-end recruitment pipelines for 200+ global candidates, including panel interview scheduling and onboarding logistics.
- Organized compliance documentation, verified background check results, and generated weekly recruitment reports for hiring stakeholders.
- Maintained cross-referenced candidate and compliance data across multiple HR databases to support internal audit readiness.
- Streamlined administrative coordination across scheduling, documentation, and reporting workflows for global recruitment operations.

## **SELECTED TECHNICAL PROJECTS**

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### **Shiny Gmail Automation | Lead Developer**

n8n, Gemini API, PostgreSQL, Telegram

- Designed and deployed an intelligent inbox-cleaning and email classification system using n8n and the Gmail API.
- Integrated Gemini AI to automate semantic email classification and reduce reliance on recurring paid SaaS tools.
- Built a Telegram Bot alert system powered by PostgreSQL to deliver structured daily inbox summaries.

### **Supervisor V1 Lean | Lead Developer**

n8n, Claude API, Deepseek API, PostgreSQL, Healthchecks.io

- Developed a self-hosted workflow error monitoring framework in n8n to detect runtime pipeline errors in real time.
- Connected Claude and Deepseek APIs to parse crash logs, diagnose workflow failures, and send troubleshooting alerts to Telegram.
- Implemented cron-based uptime tracking with Healthchecks.io and structured PostgreSQL error logs for monitoring visibility.

## **EDUCATION**

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Bachelor of Science in Information Technology

Quezon City University | Quezon City, Philippines

Graduation: Jun 2020