

# John Lozada

Operations & AI Automation Specialist


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| **Location** | Cebu, Philippines |
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| **Website** | johnlozada.com |
| **Languages** | English, Filipino |


## Summary


AI automation specialist with 11+ years across operations, project management and technical support. Builds n8n, GoHighLevel and AI-agent workflows that connect business tools and remove repetitive work, starting from the business problem, not the tool.


## Skills

**Automation & AI**
n8n, GoHighLevel, Zapier, AI Agents, MCP, Claude, ChatGPT, Gemini

**APIs & Integration**
REST APIs, Webhooks, API Authentication, Third-Party Integrations

**CRM & Marketing**
Funnels, Pipelines, Lead & Customer Workflows

**Project & Ops**
ClickUp, Asana, Notion, Google Workspace, SOPs, Process Optimization

**Business Systems**
QuickBooks Online, Kick.co, GoDaddy, Cloudflare

## Work Experience

KPI Advisors
### Operations & Technology Specialist
Aug 2022 – Present

- Build n8n, GoHighLevel and Zapier automations that connect business systems
- Identify operational bottlenecks and recommend AI-driven solutions
- Manage projects end to end, from priorities and deadlines to team workloads
- Lead cross-functional teams so deliverables land accurately and on time
- Support client onboarding: system setup, workflows and documentation
- Provide technical support and troubleshooting for clients and internal teams
- Write and maintain SOPs that standardize recurring processes

JPMorgan Chase & Co.
### Consumer Online Tech Support
Sep 2020 – May 2022

- Supported online banking customers, including complex and escalated cases
- Diagnosed customer issues and resolved them through the right channels
- Handled sensitive interactions within strict policies, and documented every case
- Promoted from Specialist I to Specialist II

KHLC Services LLC
### Real Estate Virtual Assistant
Apr 2020 – Aug 2020

- Managed sales-pipeline leads in the company CRM and dialer (Dealio.pro)
- Researched and maintained property listings and market information
- Created SOPs and process documentation for recurring tasks

Ardent Links Pinnacle Services
### Operations Manager
Dec 2016 – Jan 2019

- Ran day-to-day business and campaign operations and planning
- Developed client acquisition strategies to support growth and lead generation
- Led hiring, onboarding, training and performance coaching for the team

Ardent Links Pinnacle Services
### Executive Assistant
Dec 2015 – Dec 2016

- Managed appointment scheduling and calendar coordination
- Handled admin, client support and account follow-up
- Promoted to Operations Manager after one year

## Education

**BS Hotel and Restaurant Management**
Southwestern University · 2011 – 2014

## Stack

n8n · GoHighLevel · Zapier · Claude · ChatGPT · Notion · ClickUp · Google Workspace