

JUDE REYES

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TECHNICAL VIRTUAL ASSISTANT | WORKFLOW AUTOMATION | WEB OPERATIONS

PROFESSIONAL SUMMARY

Technical Virtual Assistant with 11 years of electronics manufacturing experience and hands-on experience in workflow automation, WordPress development, and digital operations. Skilled in Make.com, Zapier, Google Workspace, HubSpot CRM, Notion, WordPress, and front-end web technologies. Builds practical automations, websites, and organized digital workflows that improve operational efficiency and information management. Strong background in technical troubleshooting, quality control, documentation, process improvement, and detail-focused execution. Adaptable, technology-focused, and prepared to support remote teams with reliable communication, problem solving, and AI-enabled tools.

CORE SKILLS

Workflow Automation | Make.com | Zapier | CRM & Lead Management | Google Workspace | HubSpot CRM | Notion | WordPress | Elementor | HTML5 | CSS3 | JavaScript | Technical Troubleshooting | Process Improvement | Documentation | Quality Assurance | Data Management | Remote Work

PROFESSIONAL EXPERIENCE

QUALITY CONTROL OPERATOR / TECHNICAL PROCESS SPECIALIST

Samsung Electro-Mechanics | 2024-2026

- Inspected high-precision electronic components against strict quality standards, maintaining accuracy and consistency in a fast-paced production environment.
- Collaborated with engineering teams to troubleshoot process issues and support continuous improvement.
- Documented technical procedures and process information to support consistent operations and quality requirements.
- Applied structured problem solving and attention to detail when identifying and addressing production issues.

QUALITY CONTROL OPERATOR & CHEMICAL HANDLER

Nidec Philippines Corporation | August 2018-May 2024

- Performed machine setup, quality inspections, and routine equipment checks while following established operating and safety procedures.
- Identified process issues and supported corrective actions to maintain reliable production operations.
- Maintained consistent documentation and quality standards while working in a process-driven environment.
- Applied technical troubleshooting and operational discipline to minimize production disruptions.

FINAL VISUAL INSPECTOR

Nidec Precision Philippines | June 2016-February 2018

- Inspected finished electronic components against detailed quality standards to identify defects and maintain product consistency.
- Documented inspection results accurately to support quality control and production records.
- Maintained a high level of attention to detail while handling repetitive, accuracy-critical processes.

MACHINE OPERATOR

Katolec Philippines | March 2015-February 2016

- Operated and monitored SMT production equipment while maintaining consistent production processes.
- Performed basic machine troubleshooting and assisted with preventive maintenance.
- Monitored equipment performance and supported efforts to minimize production interruptions.

TECHNICAL PROJECTS

AUTOMATED CLIENT BOOKING & CRM WORKFLOW | Make.com, Google Workspace, Notion

- Built a multi-step booking automation connecting Google Forms, Google Sheets, Notion, Google Drive, Google Calendar, and Google Meet.
- Automated client record creation, folder creation, calendar events, and Google Meet invitations.
- Configured dynamic field mapping for meeting details, requested services, and client notes; tested and debugged the workflow.

AUTOMATED LEAD CAPTURE SYSTEM | Zapier, HubSpot CRM, Google Workspace, Slack

- Built an automated lead management workflow connecting Google Forms, HubSpot CRM, Google Sheets, Gmail, and Slack.
- Automated contact creation, lead tracking, customer confirmation emails, and real-time Slack notifications.
- Validated end-to-end data accuracy across integrated applications.

MAPLE & BEAN COFFEE WEBSITE | WordPress, Elementor

- Built a responsive café website with a custom hero section, photo-driven menu, interactive ordering popup, and mobile-friendly contact features.
- Diagnosed and resolved migration issues involving database imports, FTP transfers, and hosting configuration.

MAPLE & BEAN COFFEE LANDING PAGE | HTML5, CSS3, JavaScript

- Developed a responsive landing page from scratch with a custom SVG logo, interactive ordering modal, animations, and mobile navigation; deployed using Netlify.

TECH VA OPERATING SYSTEM | Notion

- Developed a centralized Notion workspace for client CRM, task management, invoice tracking, content planning, and SOP documentation using relational databases and linked records.

TECHNICAL PROFICIENCY

Automation: Make.com, Zapier, Google Forms, Google Sheets, Google Drive, Google Calendar, Google Meet, Gmail, HubSpot CRM

Web: WordPress, Elementor, HTML5, CSS3, JavaScript

Business & Productivity: Notion, Airtable, Slack, Asana, Trello, ClickUp, Microsoft 365

AI & Design: ChatGPT, Claude, Canva, Figma (Basic), CapCut

CERTIFICATIONS

Make Foundation Certification — Make Academy, 2026 | Building AI Agents — Zapier Academy, 2026 | Building Intermediate & Basic Zaps — Zapier Academy, 2026 | Zapier MCP Stack (Jumpstart, Using & Governing) — Zapier Academy, 2026

REMOTE WORK READINESS

Converge Fiber 50 Mbps + Globe 5G Mobile Hotspot backup | Tenki TP-20 20,000mAh power backup | Dell Latitude 5400 | Dedicated home office | Full-time availability | Flexible across US, UK, and AU time zones

LANGUAGES

English — Proficient | Filipino — Native