



# ERICK JOSHUA TARRAY

TECHNICAL VIRTUAL ASSISTANT

## Contact



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5051 Filmore Makati, Ph

## Language

- English
- Filipino

## Expertise

- Business Automation
- CRM Management
- E-commerce Management
- Chatbot Development
- Web Design
- SEO Marketing

## Skills

Automation	<div style="width: 90%;"><div style="width: 90%;"></div></div>	90%
Technical	<div style="width: 92%;"><div style="width: 92%;"></div></div>	92%
Problem Solving	<div style="width: 85%;"><div style="width: 85%;"></div></div>	85%
Management	<div style="width: 80%;"><div style="width: 80%;"></div></div>	80%
Marketing	<div style="width: 75%;"><div style="width: 75%;"></div></div>	75%

## About Me

I'm an Automation Specialist and Web Developer with over two years of experience in no-code automation using Zapier, Make.com, and GoHighLevel. I help businesses streamline operations and boost efficiency by building custom workflows without complex coding. My skills extend to web design and e-commerce virtual assistance, where I focus on optimizing product listings, order management, and customer support.

Previously, I worked in IT support and technical roles, giving me a solid foundation in troubleshooting and problem-solving. This mix of technical expertise and automation allows me to create effective solutions that improve productivity and help businesses grow.

## Education

**De LaSalle College of St. Benilde**

Bachelor of Science In Information System  
2008 - 2012

## Certifications

**Make.com (formerly Integromat)**

Certified Partner of Make.com

**Udemy - Certificate of Completion**

Amazon Virtual Assistant

## Automation Specialist

Freelancer (2022 - Present)

Developed custom no-code automation workflows using tools like Zapier, Make.com, and GoHighLevel to streamline operations for businesses in various industries. Provided ongoing support and enhancements to improve productivity and efficiency.

- Developed and implemented custom no-code automation workflows using Zapier, Make.com (Integromat), and GoHighLevel, automating business processes for clients in industries such as digital marketing, e-commerce, and finance.
- Designed automated systems for Facebook Ads management, CRM integrations, and cryptocurrency price tracking, improving decision-making through real-time data and minimizing manual intervention.
- Created multi-step workflows, integrating tools such as Google Sheets, Slack, and Shopify to enable smooth data flow and task automation across different platforms.
- Collaborated closely with clients to understand operational challenges and built tailored automation solutions that saved time, optimized efficiency, and enhanced overall productivity.
- Provided ongoing support, troubleshooting issues, and making iterative improvements to workflows as businesses scaled or evolved.

## Web Developer

Freelancer (2022 - Present)

Delivered front-end web development services, focusing on responsive design, SEO optimization, and UX improvements. Built and maintained websites using WordPress, HTML, and CSS, ensuring smooth functionality and user experience.

- Delivered front-end web development services with a focus on responsive design and UX optimization.
- Ensured websites were SEO-optimized and mobile-friendly, following modern web standards.
- Built websites using WordPress, HTML, and CSS, while providing ongoing maintenance and technical support.

## E-commerce Manager & Virtual Assistant

Freelancer (2022 - Present)

Managed e-commerce operations on platforms like Shopify and Amazon, optimizing product listings, order processing, and inventory management. Automated key tasks and provided customer support while assisting with marketing campaigns and sales optimization.

- Managed e-commerce operations on platforms like Shopify and Amazon, focusing on product listings, inventory management, and order processing.
- Implemented automation workflows for tasks like order processing and inventory updates.
- Handled customer support and collaborated on marketing campaigns, optimizing sales strategies through Facebook Ads and Google Analytics.

## Front-End Web Developer

MetroCity AI

Collaborated with cross-functional teams to design and implement responsive, visually appealing websites focused on UI optimization and user engagement. Ensured high-quality performance through thorough testing and responsive design techniques for smooth functionality across devices.

Quezon City , PH (2019 - 2021)

- Collaborated with cross-functional teams, including designers, back-end developers, and project managers, to implement responsive, intuitive, and visually appealing website designs.
- Focused on user interface (UI) optimization, improving user engagement and satisfaction through seamless navigation and enhanced visual elements.
- Conducted thorough testing and debugging of websites to ensure high-quality front-end performance across various browsers and devices.
- Implemented responsive design techniques, enabling websites to function smoothly on desktops, tablets, and smartphones.
- Worked closely with clients to gather requirements, deliver prototypes, and ensure that the final product aligned with business goals and brand identity.

## Technical Support Specialist

United Healthcare Ph

Provided on-site technical support in a call center, troubleshooting hardware, software, and network issues to minimize downtime. Led the setup of office equipment, provided staff training on troubleshooting, and maintained IT infrastructure for smooth operations.

Taguig City, PH (2017 - 2018)

- Delivered expert on-site technical support in a call center environment, troubleshooting hardware, software, and network issues for internal staff.
- Handled escalated technical problems, ensuring swift resolution to minimize system downtime and keep operations running smoothly.
- Assisted in the setup and configuration of new computers, printers, and other office equipment, as well as the installation of software updates and patches.
- Provided training to staff on technical troubleshooting and system use, improving overall IT literacy within the organization.
- Contributed to the maintenance of company-wide IT infrastructure, including ensuring data backups and system security protocols were consistently followed.

## Customer Service Representative

Access Healthcare Inc.

Handled high-volume claims processing and provider verification, ensuring timely and accurate management of sensitive healthcare data. Provided exceptional customer support while working closely with the billing department to prevent delays and ensure compliance with industry standards.

Taguig City, PH (2016 - 2017)

- Managed high-volume claims processing and provider verification, ensuring timely and accurate handling of medical claims and inquiries.
- Provided consistent, high-quality customer support in a fast-paced healthcare environment, handling sensitive data and ensuring compliance with industry regulations.
- Tracked and resolved customer issues, maintaining clear and professional communication with healthcare providers, insurance companies, and patients.
- Worked closely with the billing department to ensure accurate claim information and prevent delays in processing.

## IT Helpdesk Specialist

ODC Trading & Logistics

Managed daily IT operations, troubleshooting network connectivity and maintaining hardware to ensure smooth and secure functionality. Streamlined internal processes by resolving recurring technical issues and provided staff training on new systems and tools.

Pasig City , PH (2013 - 2016)

- Managed daily IT operations for a growing logistics company, troubleshooting network connectivity issues and providing technical support to users.
- Maintained company hardware, ensuring all systems were up to date, secure, and running efficiently.
- Streamlined internal processes by identifying recurring technical issues and implementing long-term solutions that reduced the need for frequent troubleshooting.
- Conducted software and hardware installations, network configurations, and provided training to staff on the use of new systems and tools.
- Assisted in data recovery and maintained backups of critical company data, ensuring business continuity in the event of system failures.

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Portfolio : ericktechva.com