AJELL SALIBA

CLIENT WEBSITE DELIVERY | CRM AUTOMATION | TECHNICAL OPERATIONS

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PROFESSIONAL PROFILE

11+ years across customer support, technical troubleshooting, team leadership and hands-on client delivery. Built AI-assisted client websites, landing pages and branding assets; configured GoHighLevel workflows and integrations; supported launches, QA and management operations. Led support work spanning 12 different businesses at ProClick.

PROFESSIONAL EXPERIENCE

AI Acquisition

Jul 2025 - Nov 2026

- Delivered client website and landing-page implementations using AI-assisted tools, including logos, branding assets, responsive layouts and launch preparation.
- Built GoHighLevel pipelines, forms, booking calendars, lead-routing rules and follow-up workflows. Connected third-party services through REST APIs, webhooks and automation triggers.
- Handled GitHub/Vercel deployments, Cloudflare DNS, SSL, domain verification and SPF/DKIM/DMARC records; tested forms, booking paths, workflow triggers and email delivery.
- Supported management by auditing client records, onboarding handoffs, closer-calendar connections and unresolved delivery blockers.

ProClick

Nov 2022 - Jul 2025

- Progressed from customer support to team leadership. Managed support operations for 12 businesses, including clinics, car rentals, route guidance, wound-care facilities, grocery orders and food orders.
- Guided agents, handled escalations and quality checks, and supported e-commerce cases through Shopify, Amazon and Zendesk.
- Configured GoHighLevel pipelines, funnels, calendars, contact segments and automated follow-ups.

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EXPERIENCE / SKILLS / PROJECTS

EARLIER EXPERIENCE

Transparent BPO
Nov 2020 - Nov 2022

Sales, quality assurance and virtual assistance. Handled outbound calls, health-insurance-related outreach, CRM records and communication reviews.

Teleperformance Philippines
Mar 2019 - Aug 2020

Customer service for account and service concerns, high-volume inquiries, case documentation, follow-ups and escalations.

TTEC / Teletech Philippines
Oct 2017 - Mar 2019

Technical support: connectivity diagnostics, step-by-step troubleshooting, customer guidance and case escalation.

iQor
Jan 2017 - Oct 2017

Collections: account verification, payment conversations, follow-ups and accurate case records.

TELUS International
Apr 2015 - Jan 2017

Frontline technical troubleshooting, service assistance, customer guidance and documented outcomes.

TECHNICAL CAPABILITIES

Websites & branding

AI-assisted sites and landing pages, logos/branding deliverables, responsive QA, WordPress, Lovable, GitHub and Vercel.

CRM & automation

GoHighLevel pipelines, funnels, forms, calendars, lead routing, follow-up workflows, REST APIs, webhooks and Zapier.

Infrastructure & AI tools

Cloudflare, DNS/SSL, SPF/DKIM/DMARC, Resend, Mailgun, Vapi, Retell, Supabase, email and integration testing.

Support & operations

Team leadership, quality assurance, Shopify, Amazon, Zendesk, client onboarding checks, delivery coordination and escalations.

SELECTED INDEPENDENT WORK

ConnectiveStack - Built a public portfolio site with AI voice demos, lead capture, appointment paths and practical integration examples. connectivestack.com

EDUCATION & ADDITIONAL EXPERIENCE

BS Industrial Technology, Cavite State University (2010 - 2014). Earlier work included banking/financial services, ISP support and phone, email and chat service. Part-time email support at Vanilla Numbers.