

# KYLE CHRISTIAN ERIC BABATID

Systems Operator · AI Automation · Project & Client Success Management

Cebu, Philippines · kce.babatid@gmail.com · linkedin.com/in/kyle-christian-eric-b-0b231b145 · onlinejobs.ph/jobseekers/info/1450453

Systems-minded operator with 10 years across technical support, operations, and project management. Builds n8n workflows, API integrations, and AI automation systems that help small teams scale without adding headcount. Combines hands-on technical skill (Apps Script, GHL, REST APIs) with strong client success and delivery instincts.

## EXPERIENCE

### Valpo Agency — Project & Systems Manager

Sep 2025 – Present · Remote

- Led end-to-end execution of **10+ marketing projects**: website builds, branding/logo redesigns, and full-funnel digital strategy implementation.
- Launched and optimized paid campaigns via Google Ads and Local Services Ads, reducing cost-per-lead by **~20–30%**.
- Drove organic growth through SEO/AEO optimization and Google Business Profile enhancements, increasing inbound traffic by **~30%+**.

### VA+ VIP Virtual Staffing — Client Success & Operations Manager

Sep 2024 – Jul 2025 · Remote

- Owned client relationships end-to-end across multiple accounts — communication, issue resolution, and service delivery.
- Built automations in **ClickUp, GHL, and Apps Script** that cut manual work by **40%** and standardized client delivery.
- Achieved **30% reduction** in project delivery times by streamlining processes and centralizing cross-functional communication.
- Designed performance dashboards and onboarding flows that enabled **2 new client pods to launch with zero ops dependency**.

### MoxiWorks — Technical Support Officer (PM Focus)

Jan 2020 – Present · Remote

- Coordinated with Design and Engineering teams on platform issues, achieving **95% on-time task completion**.
- Authored internal process documentation and migrated team workflows from Monday.com to Asana, lifting operational efficiency by **~25%**.
- Improved client CSAT by **20%** through fast resolution and clearer cross-team handoffs.

### LifeMaidEasy — Operations Specialist

Jan 2019 – Oct 2019 · Remote

- Managed **1,000+ customer inquiries monthly** across phone, chat, and email at a 95% satisfaction rating.
- Oversaw scheduling for a 50+ member team; reduced complaint resolution time by 40% and lifted retention by 15%.

### Mopro — Digital Account Specialist (VIP Team)

Aug 2017 – Oct 2018 · Cebu, PH

- Coordinated onboarding for **50+ new clients**, reducing setup time by 30% via cross-departmental coordination.
- Worked with development and design to resolve client site issues in real-time on ongoing projects.

### Alorica PH Inc. — Technical Support Representative

Mar 2016 – Oct 2017 · Cebu, PH

- Resolved **1,200+ customer concerns/month** using advanced troubleshooting tools, dropping escalation rates by 35%.
- Lifted upselling success by 20% through tailored product presentations across 900+ clients per quarter.

## SELECTED PROJECTS

- **Attendance Checker (VA+)** — Built TimeDoctor API + Apps Script integration with a Google Sheets dashboard. Saved **5–7 hrs/week** admin time, lifted attendance consistency **28%** in 6 weeks.
- **Franchise-Ready Team Systems (VA+)** — Designed 10+ SOPs and a performance dashboard. Onboarding time cut **40%**; **2 new client pods** launched without ops dependency.
- **Recurring Task Automation (VA+)** — 20+ Apps Script + GHL automations with Slack alerts. **40% manual workload reduction, 30% faster turnaround**.
- **Project Workflow Optimization (MoxiWorks)** — Standardized Monday.com → Asana ticket flow with auto-escalation. **95% on-time delivery, 20% CSAT increase**.

## SKILLS

**AI & Automation:** n8n, GoHighLevel (GHL), Google Apps Script, REST APIs, Webhooks, Make

**Project Management:** ClickUp, Asana, Monday.com, Notion, JIRA

**CRM & Support:** Salesforce, Zendesk, MoxiWorks, FollowUpBoss, Pipedrive, Zoho

**Collaboration:** Google Workspace, Slack, Zoom, Loom

**Other:** Process documentation, SOP creation, team leadership, client onboarding, performance dashboards

## EDUCATION

**Asian College of Technology** — BS Information Technology · Cebu, PH