

LEO BRYAN MAGSINO

AI & Automation Specialist | Workflow Automation Builder | IT & Operations

Taytay, Rizal, Philippines | Remote | leobryanmagsino24@gmail.com | systemswithleo.pro | [LinkedIn](#)

PROFESSIONAL SUMMARY

Operations-focused AI and automation specialist with 10+ years of experience across IT support, trust & safety leadership, customer operations, and remote administration. Hands-on in mapping, building, testing, and documenting practical workflows using n8n, Make.com, Zapier, Google Workspace, Google Apps Script, CRM platforms, Custom GPTs/ChatGPT, Google Gemini, and basic APIs/webhooks. Combines process discipline, troubleshooting, and human-review design to build systems with clear ownership, visible next steps, and exception handling.

CORE EXPERTISE

Workflow automation & process mapping Trigger/action logic, data mapping, handoffs, exceptions	AI assistants & Custom GPTs Structured instructions, knowledge boundaries, review/approval rules
Testing & troubleshooting Workflow QA, debugging, documentation, failure visibility	Operations systems CRM/LMS workflows, lead follow-up, reporting, Google Workspace

PROFESSIONAL EXPERIENCE

IT Virtual Assistant May 2024 - Present

MyOutDesk | Philippines

- Support IT and Education operations through technical troubleshooting, systems administration, CRM data management, documentation, and AI-enabled workflows.
- Handle Tier-1 troubleshooting, document repeatable solutions, and coordinate vendor tickets across Moodle, Poodll, Podio, and Line2.
- Administer Moodle courses, workshops, certificates, backend settings, and user-account issues.
- Maintain CRM data integrity and coordinate internal tasks using Podio and HubSpot.
- Create instructional audio/video materials with CapCut, Veo 3, and ElevenLabs; apply Gemini, DeepSeek, ChatGPT, and Manus AI to daily productivity and content workflows.
- Helped decrease internal support times through structured troubleshooting, clearer user instructions, and organized vendor-ticket management.

SELECTED AI & AUTOMATION PROJECTS

LEO_AI Website Assistant - Live Portfolio Demo

Built and iterated a website AI assistant for Systems with Leo using Google Gemini, pre-chat lead capture, session-aware conversation handling, human handoff/CTA guardrails, and Google Apps Script + Google Sheets logging. Production code is versioned in Git/GitHub and deployed through Railway behind Cloudflare.

Calendly / Appointment Automation - Built & Tested

Built and tested n8n and Make.com workflows that capture appointment data, map fields into Google Sheets, and support confirmation/reminder steps using Gmail and scheduling data.

AI Post Vault - Private Portfolio Project

Designed a Custom GPT + Google Sheets workflow for capturing AI-related posts, instructions, and action items with structured records, platform handling, and duplicate-prevention rules.

EARLIER EXPERIENCE

Content Moderation Operations (progressed to Team Leader)

Aug 2015 - Apr 2024

TaskUs Inc. | Antipolo, Rizal

- Led frontline content-moderation operations in high-volume, policy-sensitive environments, including a team of 10+ direct reports in the most recent leadership role.
- Managed SLA/KPI performance, quality calibrations, coaching, policy interpretation, escalations, and cross-functional communication with client stakeholders.
- Designed and delivered training for new and tenured moderators, translating evolving platform policies into consistent team execution.
- Supported process improvements, performance reviews, and team resilience while maintaining confidentiality and quality standards.

Chat/Email Support Representative - eBay UK

Sep 2014 - Jul 2015

Motif Limited (TTEC) | Quezon City

- Resolved buyer/seller inquiries, supported listing and inventory workflows, and applied policy/process detail in a high-traffic e-commerce environment.

Technical Support Representative - Epson Printers USA

Aug 2013 - Jun 2014

Teleperformance Philippines | Quezon City

- Guided customers through structured technical troubleshooting by phone, email, and chat, using calm and methodical problem solving.

Customer Service Representative

Sep 2012 - Jul 2013

Tech Mahindra Limited | Quezon City

- Supported Globe broadband and landline customers with billing, plans, and technical features while working within policy and compliance requirements.

TOOLS & PLATFORMS

Automation & AI: n8n, Make.com, Zapier, Google Apps Script, Custom GPTs/ChatGPT, Google Gemini

Business Systems: Google Sheets, Gmail, Google Calendar, Google Workspace, Calendly, HubSpot, Podio, GoHighLevel, Moodle

Web / Deployment: Git, GitHub, Railway, Cloudflare; working knowledge of HTML/CSS/JavaScript and Node.js

Operations: Technical documentation, CRM data quality, LMS administration, stakeholder communication, QA/coaching, process improvement

TRAINING & EDUCATION

AI & Automation Bootcamp / Project-Based Training

n8n, Make.com, Zapier, APIs/webhooks, workflow mapping, CRM and Google Workspace automation | 2026

General Admin Virtual Assistant Training

Real estate transaction coordination, MLS listing processes, contract documentation, and content-management fundamentals

SmallTalk English Speaking Level Test

Issued July 2024

BS Computer Engineering (Undergraduate)

University of Rizal System - Binangonan Campus, Binangonan, Rizal | 2001-2003