

John Jose Pintor

Technical Operations Specialist
Automation • Business Systems

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PROFESSIONAL SUMMARY

Technical Operations Specialist with over 10 years of experience supporting global organizations across telecommunications, healthcare, IT services, customer operations, and e-commerce. Experienced in combining IT infrastructure, workflow automation, AI-assisted operations, and executive support to improve business efficiency and reduce operational overhead. Proven ability to design scalable operational processes, automate repetitive workflows using scripting and AI technologies, administer business-critical systems, and collaborate across technical and non-technical teams in fully remote environments. Open to full-time or part-time remote roles in IT operations, business systems administration, or workflow/AI automation — ideally with teams in Australia or the US.

CORE EXPERTISE

Operations & Business

Business Operations, Executive Operations, Process Improvement, Workflow Design, SOP Development, Project Coordination

Automation & AI

Google Apps Script, Python, PowerShell, PHP, n8n, AI Workflow Automation, Decision-Tree Logic, Process Automation

Business Platforms

Microsoft 365, Google Workspace, Zendesk, Shopify, DrChrono, AtlasMD, Wix Studio / Velo, Siena AI, Asana, WordPress

Infrastructure

Linux, FreePBX, Proxmox, Zabbix, SSH, Networking, VoIP, Clonezilla

Customer & Executive Support

Executive Support, Customer Support, Technical Support, CRM, Ticket Management

PROFESSIONAL EXPERIENCE

Circularity Operations Specialist

Logitech (via XtendOps) | 2025 – Present

- Managed pricing operations across eBay and DTC website, maintaining competitive positioning to prevent channel conflicts and support revenue growth.
- Developed interactive Google Sheets dashboards providing real-time B2C sales performance visibility; delivered data-driven insights contributing to a 60% increase in sales.
- Built an 11-module Google Apps Script automation suite covering daily inventory ingestion, quarter-over-quarter sales velocity tracking, and a tiered restock alert system that uses AI-generated insights to flag urgent SKUs, auto-create Asana tasks, and send automated email reports.
- Engineered a rules-based SKU replenishment decision engine (Google Apps Script) classifying every product against an 8-condition decision tree (dead stock, stockout, reorder, overstock, aging hold) using on-hand inventory, sales velocity, and aging data to catch edge cases a simple reorder formula misses.
- Built WarrantySS, a production self-service warranty lookup and order-tracking platform on Wix Studio + Velo (JavaScript) with custom TOTP authentication, member login, and Google Drive shipment data sync, reducing manual warranty and order lookups by 80%.
- Led a 4-option technical evaluation (custom web app vs. no-code platform vs. Google Sheets/Apps Script vs. BI tool) to recommend the right CX tooling investment for the team, weighing maintenance burden, concurrency limits, and total cost of ownership.
- Architected and shipped a full-stack internal engagement platform (Google Apps Script + web app) for 40+ company participants, including live data sync from an external API, real-time leaderboard, automated backup/recovery, and an access-audit system to surface permission issues before they became support tickets.

Tech: Google Sheets • Google Apps Script • Wix Studio / Velo • JavaScript • Python • TOTP Auth • Asana API • Data Analytics • Process Automation • AI-Assisted Development

RTS Specialist

Graymatter Networks (VoIP & Communications Solutions) | Jul 2025 – Oct 2025

- Supported enterprise FreePBX environments for business communication systems.
- Monitored production infrastructure using Zabbix and remote management tools.
- Troubleshot Linux and VoIP-related issues for business clients.
- Automated repetitive administrative tasks using PHP and Batch scripting.
- Assisted with systems administration including virtualization and server maintenance.
- Created technical documentation and operational procedures.

Tech: Linux • FreePBX • Proxmox • Zabbix • PHP • Batch • SSH • VoIP • SIP • Optiq CRM • Wiki.js

Back Office Executive

10X Health System | 2022 – 2025

- Managed healthcare logistics, inventory tracking, and patient support operations.
- Administered Zendesk workflows using automations, triggers, and macros to improve support efficiency.
- Developed Python and Google Apps Script integrations to synchronize business data across multiple systems.
- Implemented AI-assisted customer support workflows using Siena AI within Zendesk.
- Supported Shopify administration including products, inventory, orders, and technical troubleshooting.
- Managed practice operations using DrChrono and AtlasMD while maintaining accurate patient records and regulatory compliance.

Tech: Zendesk • Siena AI • Python • Google Apps Script • Shopify • DrChrono • AtlasMD • Google Workspace • APIs

IT Administrator

Transcom Asia | 2020 – 2022

- Administered Microsoft 365 services, user accounts, groups, and access permissions.
- Provided technical support for hardware, software, Microsoft 365, and network-related issues.
- Automated operational workflows using PowerShell and Google Sheets.
- Supported network infrastructure and endpoint deployment using Clonezilla.
- Collaborated with network and cybersecurity teams to maintain secure and reliable IT operations.

Tech: Microsoft 365 • PowerShell • Clonezilla • Active Directory • Windows • Networking • Google Workspace

Lead Generation Specialist / Executive Assistant

VASTaffer | 2019 – 2020

- Conducted lead generation and prospect research to support business development initiatives.
- Provided executive support including calendar coordination, communications, and meeting documentation.
- Collaborated with clients to improve workflow efficiency and service delivery.

Tech: WordPress • CRM • Lead Generation • Executive Support • Microsoft Office • Google Workspace

System Support Engineer

FGC+ | 2015 – 2019

- Supported enterprise IT infrastructure including servers, desktops, and network devices.
- Administered Microsoft 365 services including Exchange Online, SharePoint, Teams, and OneDrive.
- Implemented security controls including MFA, VPN, firewalls, and intrusion detection systems.
- Maintained secure backup and data retention solutions using NAS infrastructure.

Tech: Microsoft 365 • Linux • Exchange Online • SharePoint • osTicket • VPN • Firewalls • IDS • NAS • Networking

EDUCATION

Bachelor of Information Technology | University of Iloilo | 2015

CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900) – In Progress
- n8n Automation – In Progress