



# Fel Andrew Malto

AI Automation Specialist / Aspiring Python Developer / Data Analyst | Tech-Savvy Operations Specialist

## CONTACT

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## EDUCATION

**Bachelor of Science in Information Technology**  
University of Perpetual Help System DALTA  
2005-2009

## SKILLS

### PROGRAMMING & SCRIPTING

- Python (Beginner to Intermedi...)
- JSON
- SQL
- API Intergration
- REST APIs

### AUTOMATION & AI TOOLS

- Make.com
- Zapier
- n8n
- GoHighLevel(GHL)
- Workflow Automation
- Webhook Automation
- CRM Automation

### DATA & PRODUCTIVITY TOOLS

- Airtable
- Google Sheets
- Microsoft Excel
- Tableau

### DEVELOPMENT TOOLS

- Git

Detail-oriented and tech-driven IT professional with a Bachelor's degree in Information Technology and hands-on experience in AI automation, workflow automation, systems support, and business process optimization. Skilled in building AI-powered workflows using Make.com, Zapier, n8n, and GoHighLevel (GHL), including webhook automation, CRM pipeline automation, API integrations, lead management, and data synchronization. Experienced in working with REST APIs, Groq API, Hermes Agent, JSON structures, Airtable, Google Sheets, Excel, SQL, and Python to develop scalable, efficient, and intelligent automation systems. Aspiring Python Developer with hands-on experience completing Python-focused GitHub challenges and automation projects, demonstrating strong problem-solving, scripting, and technical troubleshooting abilities. Proven ability to streamline operations, reduce manual processes, troubleshoot technical issues, and implement AI-driven automation solutions that support business growth and operational efficiency. Seeking a remote AI Automation Specialist, Workflow Automation, or Python-focused technical role where I can contribute technical expertise, process innovation, and scalable automation solutions.

## EXPERIENCE

### Subcontractor (Owner-Operator)

August 2023- Dec 2025

#### Gourmet Farms

- Managed logistics operations using structured workflows and real-time coordination tools, ensuring timely delivery and system efficiency.
- Perform unscheduled or special duties in support of the main trucking company's operational needs and customer requirements, such as covering last-minute routes, assisting with fleet logistics, or handling urgent customer deliveries.
- Improved performance metrics (CSAT, NPS) by analyzing operational processes and ensuring accuracy, compliance, and service quality

### Subcontractor (Owner-Operator)

April 2021 - August 2023

#### Distriphil

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### Family-Owned Trucking Company — Owner-

March 2010 - March 2021

- Git
- Github
- VS Code

**CORE IT SKILLS**

- Technical Troubleshooting
- System Support
- Process Automation
- Data Management
- Problem Solving
- Debugging

**SOFT SKILLS**

- Fast Learner
- Attention to detail
- Analytical Thinking
- Communication
- Adaptability
- Team Collaboration

**Family-Owned Trucking Company – Owner-Operator**

March 2010 - March 2021

Getz Healthcare

- Co-Owner of a family-run trucking business, operating my own truck unit while managing freight logistics, dispatch, regulatory compliance, and end-to-end contract fulfillment.
- A dynamic logistics professional with expertise in fleet ownership, independent unit operations, and full-spectrum freight management, adept at coordinating regional and national transportation while balancing business and operational responsibilities to deliver goods efficiently, safely, and reliably in fast-paced commercial environments.
- I achieved best-in-class AHT, top CSAT scores, outstanding NPS, and excellence in quality assurance, driving efficiency, customer satisfaction, loyalty, and operational reliability

**Pharmacist Assistant**

September 2009 - March 2010

Mercury Drug Corp.

- Ensure efficient pharmacy operations and strict regulatory compliance by assisting with prescription dispensing, processing orders, managing inventory, handling drug recalls, and maintaining equipment. All duties, from compounding to shipment verification, are performed with precise attention to detail.
- Collaborated with the pharmacy team to manage unforeseen challenges and urgent tasks, flexibly assuming additional duties to maintain service continuity and efficiency.
- Achieved best-in-class Average Handle Time (AHT) and near-perfect quality ratings through process optimization and strict protocol adherence, which directly translated into top-tier Customer Satisfaction (CSAT) and Net Promoter Score (NPS) results.

**TRAINING & CERTIFICATIONS**

Computer Repair & Maintenance	2008
Microsoft Excel	2010
Warehouse Management Training	2010
Road Safety and Worthiness Training	2020
eBay dropshipping	2023
Step by step Roadmap to become a Data Analyst Role	2025
Udemy - HTML, Javascript and Bootstrap	2025
Basic Graphic Design (Canva)	2025
Udemy MS Excel Formulas and Functions to Expert..	2026
Udemy - Google Sheets Course	2026
Udemy - MS Excel Beginners to Advanced	2026
Cisco Networking Academy - Data Analytics Essentials	2026
GoHighLevel - Making Funnel to AI Automation	2026



References available upon request