

Ryan Malaluan

GoHighLevel Specialist · AI Automation Builder · Web & Mobile App Developer

Los Baños, Laguna, Philippines · Remote, working US time zones

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PROFESSIONAL SUMMARY

Technical support and automation specialist with 5+ years turning manual business processes into connected systems. Deep hands-on experience running GoHighLevel subaccounts for a fencing-industry CRM platform: onboarding, A2P 10DLC compliance, DNS and email deliverability, and workflow automation. Builds the tools behind the work too, from AI-driven n8n pipelines to production web apps in React, Next.js, TypeScript, and Supabase.

CORE SKILLS

CRM & automation: GoHighLevel subaccounts, snapshots, workflows, pipelines, calendars, custom values, Voice AI; Systeme.io and ClickFunnels

Compliance & deliverability: A2P 10DLC registration and website audits, DNS (A, CNAME, MX, TXT), Mailgun email setup

AI automation: n8n and Pabbly workflows, AI data extraction to CRM fields, chatbots, API integrations

App development: React, Next.js, TypeScript, React Native / Expo, Supabase, Vercel, Cloudflare

E-commerce & CMS: Shopify and Shopify Plus (store builds, theme and checkout customization, migrations, Amazon and Etsy integration), WordPress, WooCommerce, Elementor

Client support: onboarding, troubleshooting, technical documentation, client-facing email, shift reporting

PROFESSIONAL EXPERIENCE

Technical Support & Automation Specialist — fenceOS / Integrators Solutions (Remote) Jul 2025 – Present

GoHighLevel-based CRM and automation platform for fence and rail companies.

- Set up and manage client GoHighLevel subaccounts end to end: snapshot deployment, calendars, pipelines, custom values, and brand assets for new Clarity Package clients.
- Guide clients through A2P 10DLC registration, auditing websites for privacy policy, terms, and SMS disclosure requirements and briefing developers on fixes.
- Configure DNS and email deliverability, e.g. adding Mailgun MX records on a mail subdomain without disrupting a client's existing Google Workspace mail.
- Designed a post-call automation: GHL call transcripts feed n8n, AI extracts structured data into contact fields, and the team gets notified automatically.
- Built internal tools: a support helpdesk and knowledge base, a checklist-driven onboarding app with Google, Canva, and GHL OAuth, and a client media portal (Next.js, Supabase).
- Resolve client issues across billing, calendars, workflows, and integrations; write client-facing support emails, CRM configuration docs, and shift reports.

GoHighLevel Specialist — Jmax Media Solutions (Remote, part-time) Jun 2024 – Jun 2025

- Built and maintained GoHighLevel systems for a medical SaaS agency and its clients.
- Set up workflow automations, calendar booking, and domain integrations across client subaccounts.

Freelance GoHighLevel, Automation & App Developer — Self-employed (Remote)

2021 – Present

- Build CRM systems, automations, funnels, websites, and custom web and mobile apps for agencies, coaches, and service businesses in the US and abroad.
- **Bizilink** (Oct 2022 – Jan 2023): set up a GoHighLevel SaaS agency end to end, including website, CRM, funnels, calendar booking, domains, and API integrations.
- **Shopify stores (Shopify Partner since 2022)**: built and customized many client stores, including Sgoons Tattoo Supply, Buy Buzz Deals (multichannel store integrated with Amazon and Etsy), and Love Your Name (personalized jewelry); added custom checkout sections for Diesel Patriots on Shopify Plus; provide ongoing maintenance for Nummy Blend.
- **Slumber Host** (May 2024, part-time): built a real estate snapshot with sales funnels, email campaigns, automations, and booking.
- **Stor Mor** (Jan 2022): sales funnels, email campaigns, and booking automation across 5 subaccounts.
- **Other GHL and Systeme.io clients**: Morgan Sevigny Bookkeeping, Julie Chandler & Co., Easy VA (membership site), and Bizappbiz.
- **FLYY Sports**: redesigned the WordPress/WooCommerce site into a conversion-focused funnel, built self-updating pick cards, and built a mobile bankroll tracker with bet logging and hedge alerts.
- Mentor fellow Filipinos starting out as freelancers and virtual assistants.

SELECTED PROJECTS

- **fenceOS Helpdesk** — internal support ticketing and knowledge platform for the fenceOS support team.
- **fenceOS Clarity Package Setup Agent** — React, TypeScript, and Vite app on Vercel that walks onboarding through a checklist, with OAuth for Google, Canva, and GoHighLevel, AES-256-GCM token encryption, and automated setup steps.
- **fenceOS Client Media Portal** — multi-tenant portal where clients manage media in their own GHL subaccount; Next.js, Tailwind, Supabase Auth and row-level security, server-side HighLevel API.
- **GHL-to-n8n AI Call Processing** — transcript-triggered workflow that extracts structured JSON with AI and writes it back to contacts via the GHL API.
- **RyanOS (iemryan.com)** — personal portfolio built as a real application in React, TypeScript, and Tailwind on Cloudflare.

CERTIFICATIONS & TRAINING

- The Academy for HighLevel, Levels 1–3, Certificate of Completion, Aug 2024
- [Shopify Partner](#) (service partner), since 2022
- Freelancing and virtual assistant training, Quickpro