Mariel Mae Mangubat

Automation and AI Specialist

CONTACT

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PROFESSIONAL EXPERIENCE

Client Success Manager and Automation Strategist — Mach5 Agent Inc.
2025 - Present

- Manage client accounts or a GoHighLevel-based agency in the insurance space, owning onboarding, campaign builds, and ongoing optimization
- Architect end-to-end CRM snapshots that combine email, SMS, voicemail drops, and AI voice agents — including an inbound AI receptionist built with Thinkrr AI and Eleven Labs.
- Using Claude alongside Notion to document, refine, and stress-test client builds — turning one-off work into reusable playbooks the team can scale across accounts.

Freelance Automation & AI Specialist — Self-employed
2022 - Present

- Scope, quote and build GoHighLevel systems for small businesses, including lead intake, follow-up, phone routing and IVRs.
- Rebuilt a client's email sending setup and brought the bounce rate down from 18.4% to under 0.5%.
- Connect tools with Zapier and webhooks, and write the SOPs and training so the team can run it themselves.

Process Improvement Specialist | Funnel Designer | AI Automations Specialist — Abap Partners LLC
2022 - 2025

- Designed and built lead generation funnels in ClickFunnels and GoHighLevel, then connected them to downstream workflows using Zapier and Make for routing, enrichment, and follow-up.
- Developed AI-assisted automations to qualify leads and reduce manual handoffs, cutting response time for client sales teams.
- Mapped client operations end-to-end and rebuilt the slow points into documented, repeatable processes.

Game Developer & Project Manager — BGX Solutions
2021 - 2022

- Built arcade games in Unity, contributing to gameplay logic, mechanics, and bug fixes alongside the core development team.
- Managed projects from concept to release — handling scoping, sprint planning, and delivery across designers, developers, and QA.

Complaints Case Manager | SME | Trainer | Team Leader — Telstra Inc. (One Service)
2016 - 2021

- Served as SME and trainer for a cross-departmental support team, delivering onboarding and upskilling programs to classes of up to 30 agents.
- Coached team members on quality, technical troubleshooting, and customer handling, consistently lifting team-level KPIs.
- Acted as the link between operations and floor staff, translating policy and system changes into practical day-to-day guidance.

EDUCATION

CIT University, 2011 - 2015
Bachelor of Science in Chemical and Electrical Engineering