

Manuel Marin III

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IT Systems and Automation Analyst | Zapier • API Integrations • QuickBooks • SQL • Data Analysis

SUMMARY

Systems and automation analyst with a B.S. in Computer Information Technology (CSUN, 2025) and 1.5 years designing integrations and workflow automations for e-commerce operations: Zapier (webhooks, Tables, Chatbots), REST APIs, Stripe, PayPal, Square, QuickBooks, Google Analytics, and SQL. Turns business needs into working automations, documents them, and uses data (order clustering, Search Console analysis) to drive decisions, including a 2x gain in search clicks in 6 months. Help desk background in ticket documentation and change control.

SKILLS

Automation and integration: Zapier (webhooks, Zapier Tables, Chatbots, multi-step workflows), REST APIs, Stripe, PayPal, Square, QuickBooks, Slack, Google Analytics (GA4), Google Search Console, Shopify, WooCommerce

Data and analysis: SQL, Python, Excel, Google Analytics, geographic clustering of order data, Search Console performance analysis, requirements gathering

AI tooling: Customer-facing chatbots on Claude and ChatGPT through Zapier; knowledge-base design and prompt tuning

Technical foundation: TypeScript, JavaScript, Node.js, HTML/CSS, Git, GitHub, AWS (EC2, RDS), Cloudflare, Linux, Windows, macOS, Active Directory, Microsoft 365

Process: Ticketing and escalation, change control, process documentation, Jira, Microsoft Teams, Figma

EXPERIENCE

Full Stack Developer (Freelance) — integrations and automation — Limited Edition Group, Los Angeles, CA **Apr 2025 – Present**

- Designed and maintain a suite of Zapier automations for e-commerce clients: payment routing by processor and time of day, webhook order intake into Zapier Tables, Slack alerts, form-to-spreadsheet syncs, and AI-generated customer email responses
- Diagnosed and fixed automation defects including a storage-loop fault and a midnight time-zone edge case in payment routing
- Integrated QuickBooks accounting, Google Analytics (GA4), and Stripe, PayPal, and Square payment processing with storefronts through REST APIs and Zapier
- Built customer-facing AI chatbots (Zapier Chatbots on Claude and ChatGPT) and maintain their knowledge base; removed dead-end flows and corrected ID-verification and shipping-schedule answers
- Ran a geographic clustering analysis of order data to rank markets for Google Business Profile placement; used Google Search Console data to steer an SEO program that more than doubled average search clicks in 6 months
- Produced operational documentation including a product catalog generated from site HTML and transactional email templates; set up domain email routing (Hostinger to Gmail)
- Build and maintain the storefronts themselves (TypeScript, Node.js, SQL) on AWS, Hostinger, and Cloudflare, serving 10,000+ monthly users and \$40K+ in average monthly revenue

IT Help Desk Technician (Contract) — Fralock, Chatsworth, CA

Jan 2023 – Aug 2023

- Resolved ~20 Tier 1 tickets per day for Windows and macOS users; administered Active Directory accounts and supported Microsoft 365, VPN, printers, and VoIP
- Documented completed work, open issues, and action items in the ticketing system and reviewed prior-shift notes to keep continuity on system status
- Attended change-control meetings, reported project status, and reviewed proposed changes before implementation

IT Technical Support Intern — California State University, Northridge (Computer Lab)

Jan 2019 – Mar 2020

- On-site support for students, faculty, and staff: device setup, OS and software installation, account management, network troubleshooting, and issue documentation

PROJECTS

- My Magic Designs** (mymagicdesigns.com) — Custom-order apparel site where the order form posts through a webhook into Zapier Tables and triggers automated customer emails; tiered shipping and credit-card checkout
- Themed Weather Web Application** — Location-aware weather app consuming a third-party API, hosted on AWS ([demo video](#))

EDUCATION

B.S. Computer Information Technology — California State University, Northridge

May 2025

CERTIFICATIONS

- Google IT Support Professional Certificate — in progress, expected Nov 2026