John Raysun Bondoc

AI Automation Engineer | Full-Stack Developer | CX AI Engineer

Philippines (Remote, open to global roles) | contact@jrbondoc.pro | jrbondoc.pro

SUMMARY

AI engineer and full-stack developer who builds the tools that take manual work out of a business. At PropFirmMatch I started in support, led the team as Support Manager, and was promoted to CX AI Engineer in 2026 because of the internal tools I designed and shipped. I own each tool end to end: design, code, security, deployment and upkeep, working in React, TypeScript, Cloudflare Workers, BigQuery, PostgreSQL and the Claude API. I measure my work in hours saved, mistakes prevented and customer satisfaction. Risk-free start: I will build a working first version of a real task, and you only pay if you keep it.

KEY ACHIEVEMENTS

- Promoted from Support Manager to CX AI Engineer in 2026 on the strength of the internal tools I built.
- Drove a 98% CSAT rating, the highest in the industry, with a Support Tracker built on QA and KPI metrics.
- Built and run 6 production tools and automations solo, used daily by support, compliance and research teams.
- Cut AI cost per research update by about 95% ($0.18 to $0.008) by testing Claude models side by side, with no loss in accuracy.

PROFESSIONAL EXPERIENCE

CX AI Engineer

PropFirmMatch | 2026 - Present

- **CX Hub (training and certification platform):** Built the support team's learning platform with 9 modules, 40 lessons and 93 quiz questions, including AI-drafted questions, timed lessons, proctored final checks, rubric scorecards, coaching plans, certificates and admin analytics. React, TypeScript, Cloudflare Workers, Neon Postgres, R2.
- **Support Fast Track:** Built a lookup tool that checks loyalty point claims against BigQuery order data and stops points being awarded twice. Found and fixed a matching bug that hid duplicates in batch claims (342 Order IDs across 59 claims). Secured with three layers of access control for 11 CX agents.
- **AI research-to-website pipeline:** Detects marked edits in the research team's files, uses Claude to apply them to challenge data, and posts a Slack approval step with ready-to-import CSV files. Replaced hand-copying of research updates.
- **Promo alerts:** Posts every live promotion change (new, edited, extended, taken down) to Slack within minutes, read from BigQuery activity logs, so support always quotes the current offers.
- **Research change log:** Monitors research data sets on a schedule and logs every change to a shared sheet and Slack.
- **Challenge import tooling:** Converts prop firm research into 117-column import files and validates them against the live BigQuery warehouse before upload.
- **Match Blast:** Shipped a branded browser game with leaderboards and live 1v1 multiplayer over WebSockets, after a pre-launch security review.

Support Manager

PropFirmMatch | 2023 - 2026

- Designed and implemented a Support Tracker with QA and KPI metrics that drove a 98% CSAT rating.
- Built a Compliance Review Automation Tool that cut manual workload and streamlined escalation of negative reviews. It later grew into Compliance Hub, a secure workspace for the Compliance and Risk team.
- Introduced a new support ticketing system that improved response times and raised customer satisfaction by 30%.

Founder and Full-Stack Developer

JRVB Strategic Solutions (jrbondoc.pro) | 2024 - Present

- Design and build websites, web applications, AI automations and custom tools for clients.
- Designed, built and deployed jrbondoc.pro solo: consultation request form with automated email replies, analytics and legal pages, hosted on Vercel.
- Work results first: clients review the finished build before paying anything.

TECHNICAL SKILLS

AI and LLM: Claude API (Anthropic), prompt engineering, model testing and cost optimization, AI-assisted development (Claude Code)

Front end: React, TypeScript, JavaScript, Vite, HTML, CSS

Back end: Node.js, Express, Cloudflare Workers (cron jobs, KV, R2), REST APIs, WebSockets

Data: BigQuery, SQL, PostgreSQL (Neon), Redis, Google Sheets, Apps Script

Automation and integrations: n8n, Zapier, Intercom, Slack, Google APIs, workflow automation

Security and delivery: Cloudflare Access (Zero Trust), allowlists, secret scanning, Git, GitHub CI, Cloudflare and Vercel deployment

CX operations: Support QA and KPI design, ticketing systems, team leadership, training and certification

EDUCATION

Bachelor of Science, Far Eastern University, Roosevelt Cainta

CERTIFICATIONS

- Claude 101, Anthropic (Claude Academy), 2026
- Google Analytics Certification, Google
- Search Ads 360 Certification, Google
- Prop Trading Certification