

JUAN JESÚS MARTÍNEZ ORTUÑO

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IT support and operations professional expanding into AI product development. Built and deployed a production AI-powered WhatsApp assistant (Claude/LLM integration) and develop WordPress websites for small businesses. Strong technical troubleshooting background combined with hands-on experience shipping real software end-to-end, from backend to deployment.

TECHNICAL PROJECTS

AI WhatsApp Assistant — Dental Clinic | *Independent project*

2026 - Present

- Built and deployed a production conversational AI agent (Claude) over the WhatsApp Business API handling appointment booking, cancellations and automated 24h reminders with button-based confirmation.
- Integrated Google Calendar API and a PostgreSQL database (Supabase); backend deployed on Railway; added human hand-off via Slack for cases the AI cannot resolve.
- Designed a multi-tenant architecture so the same backend can serve multiple clinic clients without duplicating infrastructure.

Web Development for Local Businesses | *Independent business*

2026 – Present

- Build and maintain WordPress websites (hosted on Hostinger) for small businesses with no prior online presence.
- Run a recurring monthly maintenance service alongside the initial website build.

WORK EXPERIENCE

General Operative | *CEC (contractor for Intel)*

Leixlip | 2026 – Present

- Support restocking and material replenishment across Intel's Fab34, Fab24 and Fab10 semiconductor manufacturing sites.
- Trained on and follow strict fab procedures — cleanroom protocols, material handling, safety and quality standards — required in high-tech semiconductor manufacturing.
- Use handheld barcode scanners and the internal inventory management system to track material movement and maintain traceability within a semiconductor cleanroom environment.

Childcare Assistant | *Giraffe Childcare*

Dublin | 2023 – 2026

- Managed multiple responsibilities in a fast-paced environment while maintaining high attention to detail.
- Built positive relationships with children, families and colleagues through effective communication.

Warehouse Supervisor | *Romyspan*

Murcia | 2022 – 2023

- Supervised daily warehouse operations, inventory control and shipment coordination to meet delivery deadlines.
- Identified process improvements that increased workflow efficiency and reduced errors.

IT Technician Assistant | *Infosic*

Valencia | 2020 – 2022

- Installed, configured and maintained desktop computers, laptops and peripheral devices; provided first-line technical support for hardware and software issues.
- Assisted with basic network configuration, troubleshooting and documentation of technical incidents.

EDUCATION

MA in Information and Communication Technologies in Education | *University of Catalonia*

2022 – 2023

Bachelor's Degree in Primary Education | *University of Murcia*

2017 – 2021

SKILLS

AI / LLM Integration (Claude) • WhatsApp Business API • REST APIs • PostgreSQL / Supabase • Git / GitHub • WordPress • IT Support & Troubleshooting • Microsoft Office 365

LANGUAGES

Spanish – Native • English – Professional