

Mark Vera

Virtual Assistant & AI Prompt Engineer | Automation, App Development & Support

Email: markv778@gmail.com | Remote / Available for work

PROFESSIONAL SUMMARY

Detail-oriented Virtual Assistant and AI Prompt Engineer with 5+ years of experience across administrative support, customer service, and creative production, plus hands-on expertise in AI automation and app development. Former legal secretary/paralegal and global HR case associate at a Fortune 500 company. Skilled in prompt engineering, workflow automation, and rapid app prototyping with Claude, Cursor, Antigravity, Lovable, Replit, Vercel, and Codex, alongside inbox management, research, and project coordination. Known for accuracy, ownership, and clear communication.

CORE SKILLS

AI Prompt Engineering • AI Automation • App Development & Prototyping • Workflow Automation • Administrative Support • Calendar & Email Management • Data Entry • Online Research • Document Preparation & Proofreading • Customer Service • Chat & Email Support • Case Management • Project Coordination • Social Media Graphics • Short-Form Video Editing • Confidentiality

PROFESSIONAL EXPERIENCE

AI Prompt Engineer (Freelance, Part-Time) — Kako & Co

2024 – 2026

- Designed, tested, and refined prompts to drive reliable outputs from large language models, including Claude, for client automation and content workflows.
- Built AI-powered automations and rapid app prototypes using tools such as Cursor, Antigravity, Lovable, Replit, Vercel, and Codex.
- Translated client requirements into structured prompts and workflows, improving speed, consistency, and quality of AI-assisted deliverables.

Legal Secretary / Paralegal — LGTON Law

Jul 2024 – Mar 2026

- Prepared, formatted, and proofread legal and corporate documents including Board Resolutions, Secretary's Certificates, and pleadings, ensuring accuracy and proper formatting.
- Organized and maintained case files and records, safeguarding sensitive and confidential information.
- Managed deadlines and document workflows to keep cases moving on schedule.

Global Service Associate II — Johnson & Johnson

Apr 2022 – May 2024

- Resolved global employee inquiries on HR processes and policies via email and case management systems.
- Documented cases, provided clear guidance, and escalated complex concerns to the appropriate teams.
- Handled sensitive information with professionalism and confidentiality; earned the highest positive feedback from EMEA employees.

Customer Support Representative — Teleperformance

Nov 2020 – Apr 2022

- Handled up to 80 customer calls daily, supporting retention and resolving billing concerns by offering suitable deals and plans.
- Maintained consistently positive survey feedback through professional, empathetic communication.

Virtual Assistant / Graphic Design Support — Last Saints (Client)

Dec 2023 – Aug 2024

- Managed client inboxes, coordinated team meetings, and organized Asana to improve task tracking and visibility for a sportswear/streetwear brand.
 - Conducted influencer research and created social media graphics, reels, and ad creatives that kept content and operations moving.
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TECHNICAL SKILLS

AI, Automation & Development: Prompt Engineering, Claude, Claude Code, Antigravity, Cursor, Lovable, Replit, Vercel, Codex, n8n, Figma

Productivity & Operations: Microsoft 365, Google Workspace, Gmail, Salesforce, Asana

Creative & Design: Canva, Figma, Adobe Illustrator, Photoshop, Premiere Pro, After Effects, DaVinci Resolve, CapCut, Blender

WHAT COLLEAGUES SAY

"Smart, meticulous, and a natural-born leader." — Jonahlyn B., iQor | "Highest positive feedback from our EMEA employees." — Lovely T., J&J