

RYAN O. GELACIO
- BRAND MAANGER & TEAM LEAD -



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Cebu City 6000

I am an experienced Team Manager And customer service representative who uses skill for problem solving and team management as a tool for helping companies maintain customer satisfaction and promote their brand and credibility.

WORK EXPERIENCE

Brand Manager & Team Lead

Rosa Care Consulting | E-commerce | Miami FL USA | Freelance
Nov 2021 -April 2023

DUTIES & RESPONSIBILITIES:

- Sourcing and hire new employee
- On board new hire
- Monitor and create daily sales report at Shopify
- Provide tools and product training
- Provide one-on-one coaching
- Take minutes during meetings
- Organize and maintain files
- Assisted in project management
- Handled 15-20 subordinates
- Created daily and weekly reporting on agents
- Bi weekly phone calls with team members and collaborate with our Team Leads
- Collate agents invoice and audit daily productivity for payroll
- Monitor daily and week productivity
- Weekly QA report
- Work with Paypal claims and disputes
- Handled BBB complaints
- Update CEO with business update
- Communicate with Logistics Team

Development Center Coach & Assistant Team lead

JP Morgan Chase Bank | Financial Institution | Cebu Philippines | Fulltime
Nov 2016 - May 2022

- Assistant Team Lead
- Site and Division Employee Engagement Rep
- Development Center Coach
- Team Captain (OIC)
- Live Chat Support
- Investigate Electronic Money Research
- Monitor Online Money Movement
- investigate and file case related to Fraud
- Support Technical Issue
- File Claims and Disputes
- Assisted Retail Consumer Banking
- Assisted Credit Cards
- Redeem points and Rewards
- File gift cards request
- Track undelivered cards
- Analyzed money movement
- Assist with Wire transfer and online transfers
- Verify check clearing and release hold
- Verify payroll documents and incoming payroll

Senior Customer Service Representative

Ally Bank | Sykes Asia | BPO | Cebu Philippines | Fulltime
Sept 2014- Oct 2016

- Site and Account -Employee Engagement Representative
- Payment and collections
- Payment analyst
- Representative for Retail Auto Loan
- Loan reconstruction
- Representative for Auto Lease
- Representative for Dealership Quotation
- Escalation officer for Technical Issue
- Sales Rep for Bank Product and Services
- Payments Analyst
- Insurance Claims
- Credit Repair Analyst
- File dispute Credit report

Skills and Expertise

- Project Management
- Problem Solving
- Creative and always think outside the box
- Successful leading and working in a team environment and independently
- Exceptional communication skills
- The ability to manage work under pressure and multitask
- The ability to adapt to change efficiently and deliver quality results
- Maintained and organized numerous work files

Education and Certifications

- With Honors (TOP 3) American Career Training Institute
- Most Outstanding Trainee at 2Go Travel
- Trained at a FIVE STAR HOTEL Century Plaza Hotel
- Most Efficient Banker
- Leadership Champion
- Top Micro Team- Team Captain
- Rookie Awardee AIA PHILIPPINES

REFERENCE

Juliet C. Gomez

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