

Ryan Gleason

Quality Assurance Analyst

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Professional Experience

HubSpot, Senior Customer Support Specialist

Dec 2021 – present

- Led and mentored a team of 5 - 7 customer support specialists, providing guidance and support to ensure exceptional service delivery.
- Streamlined customer support processes, implementing efficiency-enhancing strategies and best practices that resulted in a significant reduction in response time and increased customer issue resolution rates.
- Collaborated closely with the dev team and utilizing JIRA bug tracking system to proactively identify and report product bugs and customer concerns.
- Consistently exceeded performance metrics, achieving and surpassing targets for customer satisfaction, response time, and issue resolution.

Donnelley Financial Solutions, Product Support Specialist

Mar 2021 – Nov 2021

- Provided exceptional technical support to clients via phone, email, and chat, ensuring timely and effective resolution of software issues while maintaining high customer satisfaction ratings
- Utilized an internal bug tracking platform to document and track reported issues, collaborating with the dev team to drive prompt resolution and enhancements.
- Improved the usability and functionality of the Active Disclosure software through identification of recurring issues and actively participating in the software development life cycle

CAM Properties, IT Manager

Nov 2019 – Mar 2021

- Developed and implemented strategic IT plans which aligned with business objectives, leading to improved efficiency, enhanced security measures, and optimized technology infrastructure.
- Headed an IT team of 2-3 people, providing strong leadership, coaching, and guidance, resulting in increased team productivity.
- Spearheaded project to transition from an outdated Linux-based data server to a more reliable and efficient Windows-based server, resulting in improved data management, enhanced system reliability, and increase in productivity.
- Brought IT operations in-house, reducing IT-related costs by over \$1,000 per month, while ensuring seamless technology support and operational continuity for the company.

uBreakiFix, Repair Manager/Technician

Nov 2015 – Nov 2019

- Managed a team of 3 - 4 technicians, optimizing electronic repair operations and achieving exceptional customer service ratings.
- Implemented quality assurance measures, including development and implementation of policies and procedures to reduce warranty rates and improve repair quality
- Fostered strong relationships with customers and vendors, while maintaining successful partnerships with industry leaders such as Google, Samsung, and Asurion.
- Established inventory management system, resulting in improved cost efficiency and enhanced profitability.

Skills

JIRA, Confluence, Unreal Engine 5, Unity, Trello, Asana, Google Analytics, Microsoft Office Suite, Adobe Creative Suite, computer systems, teamwork, communication, management, problem solving, attention to detail, quality control, organization, documentation

Education

Bachelor's Degree in Internet Marketing, Full Sail University