

Tristan Edward T. Guanco

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PROFESSIONAL SUMMARY

Results-driven Account Manager with over 13 years of experience in client relations, customer support, team leadership and automation. Proven track record of exceeding sales targets, streamlining operations, and driving customer satisfaction through innovative solutions.

WORK EXPERIENCE

Lead Automation Specialist | Scalewise Automation

OCT 2024 - Present

- Designed and led end-to-end automation architectures using n8n to streamline operations, reduce manual work by 80%, and boost team productivity across departments.
- Built and maintained scalable, API-driven workflows, integrating platforms like Airtable, Slack, Shopify, and Google Workspace, with a focus on error handling, retries, and long-term maintainability.
- Led cross-functional automation strategy, managing stakeholder automation needs, and delivering impactful low-code/no-code solutions.

Customer Service Manager | Protus Brand

- Spearheaded a team of customer service agents across email, chat, and social platforms, achieving high performance standards and client satisfaction.
- Managed customer escalations, refunds, and chargebacks, optimizing resolution time while protecting revenue.
- Resolved customer inquiries, disputes, and complaints efficiently using Freshdesk, ensuring high customer satisfaction rates.
- Implemented workflow automation in Freshdesk to streamline ticket resolution processes, reducing response times by 37%.
- Collaborated with cross-functional teams to improve after-sales service and increase repeat customer rates by 25%.

Account Manager | More Telecom

JAN 2021 - SEP 2022

- Acted as the main point of contact for client sales and service delivery, consistently exceeding targets.
- Provided insights through data analysis and reports, supporting strategic decisions and business growth.
- Managed and nurtured a portfolio of 10 key client accounts, ensuring long-term relationships and increasing client retention by 100%.
- Collaborated with clients to develop tailored solutions, driving growth and achieve annual service delivery and sales targets.
- Led cross-functional teams to address client needs, ensuring on-time project delivery and maintaining a satisfaction rate.

Account Specialist | MNF Group (Symbio)

SEP 2016 - DEC 2020

- Provided exceptional support to 20 client accounts, maintaining a 95% accuracy rate in order processing and issue resolution.
- Oversaw and managed corporate internal database using Mysql, ensuring the accuracy and accessibility of customer and client information at all times.
- Acted as the primary liaison between clients and internal teams, ensuring timely communication and achieving an excellent satisfaction rating.
- Identified upselling opportunities, contributing to a 15% increase in account revenue year over year.
- Streamlined account management processes, reducing response time by and improving overall client experience.

Technical Trainer | Delivery Hero AU

NOV 2015 - AUG 2016

- Supervised internal systems including website information update and managed technical support, ensuring operational efficiency.
- Resolved escalated customer issues, leading to high satisfaction and retention rates and excellent service delivery.
- Trained and led a team of customer service representative supporting operations and client service.
- Led process improvements in order management and delivery systems, increasing delivery success rates.

Customer Account Specialist | T- Mobile

MAR 2015 - OCT 2015

- Provided exceptional technical support and account management for T-Mobile customers by utilizing deep understanding of company's products and services.
- Delivered comprehensive assistance to customers throughout their journey, from technical support to account consolidation, utilizing strong problem-solving and communication skills.

Technical Support and Network Analyst | Norton Symantec

AUG 2013 - FEB 2015

- Served as the primary point of contact for technical assistance to Norton customers in the UK, USA, and Asia
- Resolved technical issues for customers and ensured their satisfaction through remote support
- Promoted and upsold subscription renewals and upgrades, increasing customer retention and revenue.

Customer Service Representative | Professional Health

APR 2013 - AUG 2013

- Responded to customer inquiries, complaints and feedback through various channels such as phone, email, and live chat,
- Resolved customer issues and complaints by identifying the problem and providing a solution
- Processed insurance and medical claims for patients.

Customer Service Representative | T- Mobile

OCT 2012 - MAR 2013

- Provided technical support and account management for T-Mobile customers by utilizing deep understanding of company's products and services.
- Delivered assistance to customers from technical support to account consolidation, utilizing strong problem-solving and communication skills.
- Assisted customers in understanding billing concerns and issues.

EDUCATION Bachelor of Science in Information Technology STI - Dasmarinas

Technical Skills

- CRM TOOLS (GORGAS,FRESHDESK,HUBSPOT,ZENDESK,CLIO)
- MICROSOFT OFFICE SUITE (EXCEL, WORD, POWERPOINT)
- DATA ANALYSIS (GOOGLE SHEET, EXCEL)
- DATABASE MANAGEMENT (MYSQL)
- WORKFLOW AUTOMATION (FRESHDESK,ZENDESK,GHL,PABBLY, N8N)

Soft Skills

- LEADERSHIP
- COMMUNICATION (C2 LEVEL)
- STRATEGIC PLANNING
- CLIENT RETENTION STRATEGIES
- QUALITY ASSURANCE
- PROCESS IMPLEMENTATION