

RYAN SALENGA

Operations Support • Administration • Customer Support • Procurement

Quezon City, Philippines · Available remotely, flexible across AU / UK / US / CA time zones

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PROFESSIONAL SUMMARY

Operations and administrative professional with 10+ years of experience across procurement, customer support, and day-to-day business operations. Managed the operational side of a healthcare equipment supplier for nearly four years, coordinating supplier sourcing, government and private-sector procurement, documentation, and after-sales support. Comfortable keeping multiple priorities on track, records accurate, and projects moving from first enquiry through to delivery. Also brings a decade of frontline customer support experience working directly with Australian, New Zealand, and US clients.

KEY SKILLS

Operations Support | Administrative Support | Customer Support | Procurement | Vendor & Supplier Coordination | Government Tender & Bid Documentation | Documentation & Records Management | Calendar & Email Management | Data Entry | Order Processing | Logistics Coordination | Google Workspace | Microsoft Office | Canva | AI Productivity Tools

PROFESSIONAL EXPERIENCE

Operations Support Specialist — R P Medical Equipment & Supplies Trading 2022 – 2026

Quezon City, Philippines

- Coordinated the operations side of a healthcare equipment supplier from initial client enquiry through procurement, delivery, and after-sales support, managing several priority projects at once.
- Prepared and reviewed government tender submissions against eligibility, technical, and financial requirements, keeping every bid compliant before the deadline.
- Managed relationships with 50+ local and international suppliers and manufacturers, comparing pricing and specifications and securing the compliance documentation each project needed.
- Maintained tracking systems in Excel and Google Sheets for deliveries, warranties, and maintenance schedules, giving the team one place to check order status instead of scattered notes.

Customer & E-Commerce Support Representative — Everise Philippines (BJ's Wholesale Club & Costco) 2020

Remote

- Supported BJ's Wholesale Club and Costco members through phone, chat, and email channels within high-volume queues, addressing order enquiries, delivery issues, refunds, and account concerns.
- Processed cancellations, refunds, and account updates while meeting the quality and response-time standards set for the queue.
- Documented each case from first contact through resolution and coordinated with internal teams whenever an order or delivery required escalation.

Operations & Administrative Support — Food Services Venture 2018 – 2020

Quezon City, Philippines

- Managed day-to-day operations for a small food services business, overseeing sourcing, inventory, cash handling, and customer service.
- Coordinated supply chain activities, sourcing ingredients and negotiating with local suppliers to manage costs.
- Reconciled inventory against sales records to control waste and keep ordering lean.
- Addressed customer feedback directly and used it to adjust product and service quality.

Customer & Technical Support Representative — Multiple BPO Providers 2007 – 2018

Telecommunications & Retail Programmes (AU / NZ / US)

- Resolved billing, account, and technical issues for Australian, New Zealand, and US telecommunications and retail customers across phone, email, and chat.
- Monitored quality and productivity targets consistently across more than a decade of frontline support work.
- Facilitated communication with customers during escalations, keeping case documentation accurate and complete.

- Adapted to rotating shifts and changing account requirements across multiple BPO providers without letting accuracy slip.

TECH PROFICIENCY

Productivity & Administration

Google Workspace (Docs, Sheets, Drive, Calendar), Microsoft Office (Word, Excel, PowerPoint, Outlook)

Communication

Microsoft Teams, Zoom, Google Meet

Customer Support

Zendesk (Basic), Freshdesk (Basic)

Project Management

Asana (Basic)

Design

Canva

Bookkeeping (Currently Learning)

Xero, QuickBooks

AI Productivity

ChatGPT, Claude

EDUCATION

Polytechnic University of the Philippines — Business Administration (Marketing); first-year coursework completed.

REMOTE WORK READINESS

Internet — Primary: Globe Fiber 300 Mbps

Internet — Backup: Smart 5G Mobile Hotspot / Secondary Home – Converge Fiber 200 Fiber

Power Backup: Secondary Home

Equipment: Windows 11 Pro Desktop (AMD Ryzen 5 5600G, 16 GB RAM, NVIDIA GTX 1660 SUPER), HD Webcam, Noise-Cancelling Headset

Workspace: Dedicated home office with a quiet environment and professional background for virtual meetings.

Availability: Available for full-time remote work across AU, UK, US (EST/PST), and Canadian time zones.

LANGUAGES

English — Professional Working Proficiency

Filipino — Native