

Ryan Gleason

Senior Support Specialist

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Work 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.

VideoGames.FYI, Founder/Content Creator

Jun 2009 – Present

- Cultivated an engaged online community, strategically growing a YouTube channel to achieve over 5 million total views and 3,300+ subscribers through consistent content delivery and audience interaction.
- Managed the end-to-end production of a massive content library, successfully creating, editing, and publishing over 4,000 videos utilizing the Adobe Creative Suite (Premiere Pro, Photoshop, After Effects).
- Executed a multi-platform digital marketing strategy across Twitter and Bluesky to promote video content, announce livestreams, and drive audience traffic, resulting in sustained channel growth.
- Expanded content creation to live platforms by regularly streaming on Twitch, fostering real-time community engagement and diversifying revenue and viewership streams.
- Leveraged YouTube Analytics to monitor video performance, identify emerging trends, and optimize content for SEO and audience retention, leading to data-informed decisions in content strategy.

Electronic Arts, Playtester

May 2013 – May 2023

- Brought in via UserTesting.com to provide feedback on Tetris Blitz regarding game design, user experience and to find and report any bugs in the pre-release product (May 2013)
- As part of the EA Playtest program provided feedback towards game design, user experience and any bugs and defects in F1 23 over a two weekend stretch (May 2023)

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

Education

Bachelor's Degree in Internet Marketing, Full Sail University