

RAMIL FORMARAN

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PROFESSIONAL SUMMARY

Operations-focused professional with 6+ years of combined experience in logistics coordination and client account management. Currently managing hundreds of active pensioner loan accounts, monitoring payment statuses, coordinating field visits, and handling multi-branch client communications daily. Former LBC Express associate with hands-on experience in shipment tracking, parcel processing, and logistics documentation across domestic and international freight. Self-initiated builder of a live web-based client tracking system to automate reporting and eliminate manual inefficiencies. Seeking a remote role where operational precision, accountability, and initiative are valued.

CORE SKILLS

Operations & Coordination: Client account management, multi-party coordination, field visit scheduling, escalation handling

Logistics: Shipment tracking, delivery coordination, inventory monitoring, documentation management

CRM & Automation: GoHighLevel (pipelines, workflows, automation triggers, SMS/email campaigns), CRM data management

Data & Reporting: Daily operational reports, status tracking dashboards, Google Sheets, Microsoft Excel

Communication: Client follow-up (text, call, in-person), vendor coordination, branch-to-branch liaison

Technical Tools: GoHighLevel, Google Workspace (Docs, Sheets, Drive, Gmail), Microsoft Office, AI tools (Claude, Gemini)

PROFESSIONAL EXPERIENCE

Preventive & Remedial Staff Jan 2024 – Present

Gracious Group of Lending Phils Corp:

- Monitor payment status of hundreds of active SSS/GSIS pensioner loan accounts daily, identifying delinquent clients and initiating structured follow-up sequences (text → call → field visit)
- Coordinate field visits for clients who are unreachable or unable to pay, ensuring face-to-face engagement and proper documentation of outcomes
- Manage co-maker coordination for deceased client accounts, facilitating communication and reminding co-makers of their contractual obligations
- Prepare daily operational reports covering client visit logs, payment statuses, and pension account updates
- Liaise with multiple sales office branches to gather and verify client information and account statuses across the portfolio
- Independently built a live web-based client tracking dashboard (Pensioner Client Tracker) to automate reporting, centralise client data, and eliminate manual spreadsheet inefficiencies, reducing daily reporting time significantly
- Maintain accurate digital records of client interactions, status changes, and follow-up histories using CRM and Google Workspace tools

Pre-Delivery Backroom Associate *Jul 2019 – Dec 2022*

LBC Express Philippines:

- Processed and tracked hundreds of shipments daily including domestic parcels, COD packages, documents, and international freight (air and sea)
- Coordinated with team members to meet delivery timelines and resolve logistics bottlenecks in real time
- Maintained accurate shipment records and inventory logs in a fast-paced, high-volume logistics environment
- Communicated service updates and delivery status information to customers professionally and clearly
- Managed documentation handling for international shipments, ensuring accuracy and compliance with processing requirements

PROJECT EXPERIENCE

Pensioner Client Tracker (PCT) - Self-Initiated

Live Web Application:

- Built a fully functional web-based client tracking system from scratch to solve real operational inefficiencies in daily account management
- Features include real-time client status monitoring, color-coded delinquency alerts, follow-up logging, branch summaries, automated reporting, and CSV export
- Integrated Google Sheets backend with a GitHub Pages frontend designed and deployed independently without formal development training
- Live app: collide11.github.io/Pensioner-Tracker | Portfolio: collide11.github.io/RamilFormaran.github.io

GoHighLevel CRM & Automation System Self-Initiated – Present

Practice Build:

- Designed structured sales pipelines from lead capture to closed stages with automated tagging and segmentation
- Built automated SMS and email follow-up workflows, appointment booking flows, and landing pages integrated into CRM pipelines

EDUCATION

Associate in Computer Technology | Datamex Institute of Computer Technology