



Jeffrey Z. Sario

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EDUCATION

AMA Computer College

BS in Computer Science (GPA: 2.5)

Las Pinas, Metro Manila

Graduation Date: September 2004

SKILLS & INTERESTS

Skills: Advanced Excel (formulas, pivot tables, dashboards, data cleanup), Power BI + AI (certified analytics and visualization), Lean Six Sigma Yellow Belt (process improvement, structured problem-solving), Fraud detection and compliance, Salesforce CRM expertise, Mirakl marketplace management, WordPress and website launches, Catalog management and product data preparation, Data analysis and insights generation, Customer service (Tier 2 email/chat support), Workflow optimization and efficiency improvement, Quick learning and adaptability, Cross-industry experience (fashion/apparel, beauty, food service, e-commerce, events), Entrepreneurial project leadership (The Artisan Gatherer, Tasktics, Gather Café & Events)

WORK EXPERIENCE

Distinct Remedial Consultancy Corporation | Client: Banko de Oro

Foreclosure Operations Assistant

Onsite | Mandaluyong, Metro Manila

March 2026 – Present

- Ensured regulatory compliance by gathering, proofreading, and collating foreclosure and ROPA documentation, reducing submission errors, and supporting timely case resolution.
- Streamlined foreclosure tracking by monitoring account and collateral progress, improving visibility across multiple stages of the foreclosure process.
- Accelerated legal processing through preparation of affidavits, petitions, and consolidation papers for courts and regulatory agencies, contributing to faster case turnaround.
- Enhanced data accuracy by maintaining and updating foreclosure databases in Google Sheets, improving reporting reliability for management and compliance teams.
- Resolved operational issues by troubleshooting foreclosure-related discrepancies and coordinating with cross-functional teams to ensure smooth case handling.
- Optimized reporting efficiency by leveraging advanced Excel and Google Sheets functions (pivot tables, nested IFs, conditional formatting, dashboards), enabling clear insights from large datasets.
- Improved team productivity through effective multitasking, strong attention to detail, and collaborative problem-solving in a high-volume, compliance-driven environment.

Coinbase | Employee On Record: EPG Group | 1 Year Contract

Associate Trust and Safety Specialist

Remote | Taguig, Metro Manila

August 2024 – August 2025

- Collected and analyzed customer email data to support data analysis, identifying key trends and patterns.
- Categorized customer reports to accurately identify various scam types, including scam loss, email phishing, text phishing, and phone phishing attempts.
- Managed customer tickets and extracted relevant data using Jira Service Management.
- Ensured data integrity by cleaning and validating data before ticket closure.
- Compile suspicious reported phone numbers and URLs for takedown initiatives, contributing to online safety.
- Responded to customer email inquiries as needed, providing support and information.
- Actively participated in weekly team video conferences and completed online professional development training.
- Attained production average after training from 100 updated tickets per day to 200 updated tickets per day.
- Software: Jira Service Management, Google Chrome, Google Meet, Google Sheets, Google Gemini
- Skills: Data Collection, Data Analysis, Threat Identification, Fraud Detection, Customer Service, Email Communication, Quality Assurance, Collaboration

KMC MAG Solutions | Client: [Catch.com.au](https://www.catch.com.au)

Senior Digital Product Catalog Specialist

Remote | Taguig, Metro Manila

March 2020 – March 2023

- Responsible for managing and providing guidance to a team of three members after being promoted to Senior Specialist after one year.

- Oversees product listing within the following verticals: Sports & Outdoors, Garden Tools & Hardware, Home Office & Media, Business & Industrial and Groceries & Liquors
- Ensure that Catch's Marketplace range is accurately described and compliant with Australian standards
- Assures that product listings are safe for the customers
- Deliver accurate quality checks across multiple marketplace sellers, in line with Catch curation policies and strict Australian compliance standards
- Routinely analyse the health of our sellers' accounts, in line with Catch content guidelines, searching for opportunities to optimise the quality of their product listings
- Report on quality checks and provide outcomes/recommendations to the wider team
- Keep abreast of Australian compliance standards and potential effects on Marketplace product listings
- Perform a thorough review of the products being sent to the Marketplace. Approval of products should be based on the Catch guidelines and the Australian Safety and Compliance Standard
- Delivers daily quota arrangement on the evaluated product listing.
- Uses the following software: Google Chrome, Google Sheets, Microsoft Word, Microsoft Excel, Microsoft Outlook, Adobe Photoshop and Salesforce
- Increased team productivity from 400 product checks per day to 700 product checks per day by introducing simple tool.
- The position was eliminated due to corporate restructuring.

Hyperdigital Inc. | Ecommerce and Web Development

Head of Digital Operations

Hybrid | Taguig, Metro Manila

January 2013 – February 2020

- Oversaw all core digital platforms (e-commerce, CRM, marketing automation) and manage the annual budget for digital tools and operational expenditures.
- Led a high-performing digital operations team and served as the key cross-functional liaison among Marketing, IT, Product, and Finance.
- Defined and tracked critical KPIs (acquisition, retention, ROI) using Google Analytics and CRM data to drive strategic decision-making and optimization.
- Act as the Ecommerce Manager of The Artisan Gatherer (theartisangatherer.com) 2015-2020
 - o Oversees operations on online marketplaces such as Lazada and Shopee, in addition to managing a physical retail store.
 - o Uploading product listings on the company's website, as well as on Lazada and Shopee platforms.
 - o Improve and refine product listings to maximize SEO visibility and overall performance.
 - o Supply Chain Management and Order Management processes.
 - o Make sure all website functionalities are always working.
 - o Make sure the website and product pass compliance.
- Managed digital infrastructure deployment, ensuring competitive advantage by integrating emerging trends like data analytics.
- Technical Proficiency: Expert in E-commerce/CMS Wordpress, Woocommerce, Analytics (Google Analytics, Google Search Console), and Productivity (Google Sheets, MS Excel)
- After completing several major projects, I was ready for the next step of my career.

Project Highlights

- Launched and managed successful e-commerce ventures, including The Artisan Gatherer (owned-site, Lazada, Shopee).
- Co-founded and operationalized an e-commerce platform Tasktics.com that provided a sustainable income for 100+ individuals.
- Oversaw 5 complete website launches and complex development projects, ensuring platforms met all legal and functional requirements.

LEADERSHIP EXPERIENCE

Couples for Christ

Singles for Christ Coordinator

- Co-spearhead programs of Singles for Christ
- Mentoring young leaders of Singles for Christ

Naic, Cavite

October 2025 – Present