

Yves Gerard Bariuan

Member Success and Operations Manager

San Francisco, CA, United States | [LinkedIn](#)

Member Success and Operations Manager with 10+ years of experience scaling support operations across fintech and SaaS. Builds scalable processes and automation systems that improve efficiency and customer experience.

EXPERIENCE

Member Success and Operations Manager May 2022 — Present
StellarFi ☐ *Austin, Texas Metropolitan Area*

Manages member support operations end-to-end, handling complex accounts and escalations while developing SOPs and automation systems. Built Zendesk chatbot flows, AI Agent instructions, triggers, and macros that reduced repetitive ticket volume by 76%. Oversees credit operations workflows including E-Oscar dispute processing, FCRA-sensitive communications, and bankruptcy reviews. Supports fraud and dispute workflows for business partners using SentiLink and Socure. Conducts partner follow-ups to review product adoption and coordinates across Product, Engineering, Marketing, Compliance, and Risk teams for feature launches and regulatory alignment.

Operations Associate & Loan Officer Dec 2018 — May 2022
Stilt Inc. *San Francisco Bay Area*

Served existing borrowers and prospective customers across Intercom, Front, and Zendesk, resolving account, application, and loan servicing inquiries in a fast-paced environment. Reviewed loan applications, verified information, assessed creditworthiness, and identified fraud risks during underwriting. Partnered with internal teams to identify process gaps and strengthen customer support procedures.

Operational Specialist Nov 2017 — Dec 2019
Upgrade, Inc. *San Francisco Bay Area*

Managed high-volume inbound inquiries through email, phone, and social media while maintaining 90%+ service levels and supporting external team overflow. Mastered product knowledge and application processes. Processed email and mailing opt-outs for applicants and partnered lenders including Credit Karma, Lending Tree, and NerdWallet. Collaborated with product, engineering, and IT teams on new internal processes and documentation.

Universal Banker Mar 2010 — Apr 2014
Citi

EDUCATION

City College of San Francisco Jan 2010 — Jan 2014
Accounting

Boston Reed Jan 2009 — Jan 2010
Pharmacy

CERTIFICATIONS

Technical Support Fundamentals, Coursera Nov 2018

SKILLS

Customer Self Service · Tooling Design · Workforce Management · Knowledge Management · omichannel · Automation · Artificial Intelligence (AI) · Go-to-Market Strategy · Customer Service Management · B2B2C · Service Operations · Business-to-Business (B2B) · Operations Administration · Support Management · Operations Management · Corporate Fraud Investigations · Customer Experience · Google Docs · Payment Cards · Fraud Investigations · Notion Productivity Software · Troubleshooting · FinTech · Administrative Assistance · Data Entry · Banking · Financial Analysis · Accounting · Finance · Data Analysis · Investments · Social Media · Credit · Financial Services · SQL · SQLite · Microsoft Excel · Microsoft Word · Time Management · Zendesk · Duo · Google Drive · support · okta · Payments · Customer Support Operations · Escalation Management · Workflow & Process Improvement · SOP Development · E-Oscar Dispute Processing · Dispute Operations · Cross-Functional Collaboration · Google Workspace · Atlassian Suite · Intercom · Airtable · Mixpanel · LightDash · Zapier · SentiLink · Socure · Unit 21 · FCRA Compliance · Loan Underwriting · Credit Assessment · English · Tagalog