



# Manuel O. Blancaver

Manuel is a very tenacious person; he works hard and has the ability to plan, organize and prioritize things to get it done before the deadline. He is a very productive and resourceful person, one who is flexible, determined and very good in decision making. He has honed his ability to perform at a high level and efficiently handle difficult tasks. He has well-developed skills and has a very broad experience working with clients.

## CONTACT

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## CAREER HIGHLIGHTS

- Subject Matter Expert
- Shadow Trainer
- Team Coach
- Production Team Leader

## CAREER OBJECTIVES

A job that will enable me to apply my in-depth abilities in my chosen career and help me develop my skills to its full potential and be an asset to the company.

## WORK EXPERIENCE

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### WebAdmin / Wellness Travel Specialist

[MicroSourcing Philippines Inc.](#)

Account: Health and Fitness Travel Australia

June 2016 – April 2020

#### Role descriptions:

##### WebAdmin Role:

- Writing / uploading website contents
- Updating / maintaining website contents
- Publishing website contents / products
- Writing / reviewing HTML and CSS codes for various contents
- Uploading / maintaining website pricing
- Creating infographic creatives / designs using Adobe Photoshop
- Creating Newsletter list

##### Wellness Travel Specialist:

- To answer queries related to Health and Fitness Travel through phone, email or chat.
- Specializing in creating exceptional healthy holidays around the world.
- Arranging exclusive and personalized luxurious wellness experience for clients.
- Look after clients in every step of the way and offer impartial advice on the best healthy holidays and destinations that suit their interests, preferences and budget.
- Tailor-make a wellness holiday to suit individual needs.
- Liaise with suppliers as required
- Work alongside the team supporting initiatives to strategically target new clients.

##### Ad hoc Role: Digital Marketing Assistant

- To develop sales strategies that would meet customer requirements and promote our products, services or ideas. Including:
  - Link building task
  - Social Media Manager
  - Reverse media search

## CMS / DEVELOPER TOOLS

- Wordpress
- Joomla
- Umbraco

## CODE EDITORS

- Visual Studio Code
- Sublime Text
- Atom
- Brackets
- Notepad ++

## MULTIMEDIA TOOLS / SOFTWARE

- Git / Git bash
- Adobe Photoshop
- Adobe Lightroom
- Adobe Illustrator
- Adobe Premiere
- Adobe Dreamweaver
- Hootsuite
- Buffer
- MS Excel
- MS Word
- MS OneNote

## CERTIFICATES AND AWARDS

- Certification for Most Improved Employee
- Certification for Quality Champion (Top Agent in Quality Assurance)
- Certification for Overall Top Employee
- Employee with most up-sell product in a month

## SKILLS

Leadership, sense of urgency, attention to detail, continuous improvement, proactive thinking, troubleshooting, work under pressure, time-management

## Travel Consultant

West Contact Services Inc.

Account: Caesar's Entertainment

Aug 2012 – Nov 2015

### Role description:

- To be able to book a guest a hotel room reservation for a specific property based on guest's demands.

### Additional tasks;

- Package accommodations
- Cross-selling different properties
- Incremental booking
- Up-sell credit card
- Event reservations
- Technical support

## Customer Service Representative

Convergys

Account: DirecTV

Feb 2011 – Dec 2011

### Primary task (Billing and General Inquiry – Customer Service)

- To assist the customers with their monthly bills and answer general inquiries

### Additional tasks;

- Upselling TV programs and packages
- Technical Support

## ACADEMIC HISTORY

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College Degree  
AMA Computer College  
Graduated 2009 – Multi-media and Technology  
Taft Ave., Gil Puyat Pasay

Secondary Education  
Pasay City West High School  
F.B. Harrison, Pasay City

Primary Education  
Malate Catholic School  
Malate, Metro Manila