



BRIAN MANIQUIS

Customer Support Veteran

Extensive experience in customer support roles. Career has also included work as an admin assistant, marketing coordinator, and events organizer. Capable of adapting and learning to work in unfamiliar industries.

CONTACT



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Dubai Silicon Oasis



[LinkedIn profile](#)

LANGUAGE

- English (Bilingual)
- Filipino (Bilingual)

SKILLS

- Customer support : Phone, live chat, email
- Admin: Scheduling, document control
- Events: Logistics, planning, marshaling
- Marketing: Social media, press
- CRM
 - JIRA
 - Phabricator
 - Basecamp
- Office software
 - MS Office
 - Google Docs & Drive
 - WordPress
- Streaming software
 - XSplit Broadcaster
 - OBS Studio
- Social Media management: HootSuite
- Editing software (basic use)
 - Adobe Photoshop & Premiere
 - Canva

CUSTOMER SUPPORT EXPERIENCE

Community Manager & Tournament Organizer

2016 - Present

Freelance

- Event planning and logistics consultation
- Online and offline marshal for tournaments

Customer Success Specialist

2016 - 2022

SplitmediaLabs, Inc.

- Live chat support for streaming software.
- Performed additional administrative tasks for the team.

Customer Service Operator

2014 - 2016

Briston Virtual Services

- 2014-2015: Admin assistant tasks for online tutors.
 - Scheduled appointments with students and followed-up on submissions.
 - 2015 - 2016: Booked dispatches for technicians via inbound calls from customers.

Customer Support Representative

2012 - 2014

IBM

- HR Generalist tasks via phone and email.

Writer/Researcher

2011 - 2012

Philippine Sports Commission

- Marketing documents and research assistance.
- Answered email inquiries for the commission's public page.
- Later on assigned to logistics coordination for equipment/venues.

Customer Service Representative

2009 - 2010

Convergys

- Phone support for modem/router product.

EDUCATION

AB Literature (English)

Ateneo de Manila University

Bachelor's Degree

2005 - 2010