

# 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



+971 55 441 3774



maniquis.brian@gmail.com



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**