



# ELIJAH TANCIO

CRM SPECIALIST | VIRTUAL ASSISTANT |  
SOCIAL MEDIA MANAGER | WEB DESIGNER

## PROFILE

I offer a comprehensive range of services tailored to meet your business needs. As a virtual assistant, I streamline your daily tasks, enhancing your productivity and allowing you to focus on your core activities. With my experience in CRM administration, I optimize client interactions and strengthen relationships, ensuring seamless communication and satisfaction. As a SMM, I help businesses build a strong digital presence by creating engaging content, managing brand reputation, and driving meaningful audience growth across various platforms.

## WORK EXPERIENCE

- LAVA Automation Corp.** 2023 - 2025  
CRM Dev Support Manager (Full Time US-based)
  - Customized and configured the AgencyZoom, Zapier, & InsuredMine automations to meet the specific needs of the US-based insurance companies and its various departments.
  - Oversee the customization of the CRM platform (AgencyZoom, Hubspot, InsuredMine, and Zapier) to meet the specific insurance business processes and workflows in US.
  - Lead the troubleshooting and resolution of CRM-related technical issues, ensuring minimal downtime. Act as the primary point of contact for escalations from internal stakeholders and end-users, ensuring timely resolution of issues and root cause analysis.
  - Developed comprehensive documentation for CRM customizations, integrations, and troubleshooting procedures. Established SOPs for the CRM development team to improve efficiency and system stability.
- Alwadi Private Resort - Cold Spring** 2021 - PRESENT  
Social Media Manager (Part Time)
  - Developed multi-platform social media strategies (Instagram & Facebook) aligned with the resort's brand identity, marketing goals, and seasonal campaigns.
  - Directed high-quality photo and video shoots showcasing the resort's amenities, events, and guest experiences. Created engaging visual and written content tailored to target audiences, ensuring consistency in tone, style, and brand messaging.
  - Managed daily interactions across social platforms, responding to guest inquiries, comments, and reviews to foster strong relationships and enhance guest satisfaction.

## REFERENCE

### John Kyle Saavedra

LAVA Automation / CRM Specialist

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Email: jksaavedra1560@gmail.com

### Almae Joiseh Dela Cerna

Outsource USA LLC / Case Manager

Phone: +63 993 700 8747

Email: almaedelacerna@gmail.com

## CONTACT

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📍 Davao City, Philippines  
8000

🌐 www.thevacamp.net/profil  
e/elijahtancio88

## EDUCATION

2011 - 2015

THE UNIVERSITY OF  
MINDANAO

- Bachelor of Science in  
Information Technology

## SKILLS

- AgencyZoom CRM
- Zapier Automation
- Hubspot & InsuredMine CRM
- Wordpress Web Services
- Email & Calendar Management
- Google Workspace
- Django Framework
- Monday Task Management  
Platform
- Canva Platform
- Capcut
- Facebook & Instagram Social  
Media Management

## LANGUAGES

- English (Fluent)



This acknowledges that

**ELIJAH D. TANCIO**

has successfully completed and is certified in

**Virtual Assistant Courses**

Issue Date: April 2024

Verify at [www.thevacamp.net/certificate/verify](http://www.thevacamp.net/certificate/verify)

Certificate ID: 7F25ECA888BF



R11-20230908-028



Republic of the Philippines  
Civil Service Commission  
Davao City



## Certification of Eligibility

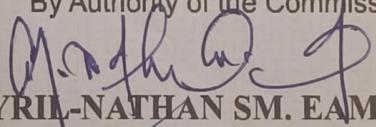
This is to certify that

**ELIJAH D. TANCIO**

has been granted a Civil Service Eligibility for passing/qualifying in the  
**Career Service Professional Examination**  
with a rating of 80.35 conducted by the Civil Service Commission  
in Davao City on October 14, 2018.

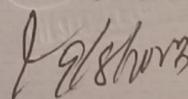
Issued upon the request of Mr. TANCIO this 8<sup>th</sup> day of September 2023.

Date of Birth            December 20, 1994  
Place of Birth            DAVAO CITY  
Examinee No            408126  
Date of Release        December 13, 2018

By Authority of the Commission  
  
**CYRIL-NATHAN SM. EAMIGUEL**  
Director IV  
CSC Regional Office XI

**WARNING :** *Illegal use of this certification shall subject the owner and/or perpetrator to administrative sanction and/or criminal prosecution under RA 9416. Any alteration, erasure, or absence of the official dry seal of the Commission shall invalidate this certification.*

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A handwritten signature in black ink, appearing to read "J. G. Shurz".



Republic of the Philippines  
Department of Labor and Employment  
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

## NATIONAL CERTIFICATE II

in

### COMPUTER HARDWARE SERVICING

is awarded to

**ELIJAH D. TANCIO**

for having completed the competency requirements under the Philippine TVET Competency Assessment and Certification System in the following units of competency:

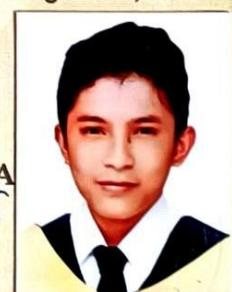
- 500311105 Participate in workplace communication
- 500311106 Work in a team environment
- 500311107 Practice career professionalism
- 500311108 Practice occupational health and safety procedures
- ICT315202 Apply quality standards
- ICT311201 Perform computer operations
- ELC311201 Perform mensuration and calculation
- ELC311202 Prepare and interpret technical drawing
- ELC724201 Use hand tools
- ELC724202 Terminate and connect electrical wiring and electronic circuits
- ELC724318 Install computer systems and networks
- ELC724319 Diagnose and troubleshoot computer systems
- ELC724320 Configure computer systems and networks
- ELC724321 Maintain computer systems and networks

Signature of the certificate holder  
Certificate No. **14110202020524**

Issued on : **August 08 , 2014**  
Valid until: **August 08 , 2019**

  
**SEC. EMMANUEL JOEL J. VILLANUEVA**

Director General



CLN-NQ- 0552095