



ELIJAH TANCIO

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

CONTACT

+63 991 205 7863

elijahtancio88@gmail.com

Davao City, Philippines
8000

www.thevacamp.net/profile/
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 Managent
Platform
- Canva Platform
- Capcut
- Facebook & Instagram Social
Media Management

LANGUAGES

- English (Fluent)

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

Phone: +63 929 437 2993

Email: jksaavedra1560@gmail.com

Almae Joiseh Dela Cerna

Outsource USA LLC / Case Manager

Phone: +63 993 700 8747

Email: almaedelacerna@gmail.com



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

Certificate ID: 7F25ECA888BF



R11-20230908-028



Republic of the Philippines
Civil Service Commission
Davao City



Certification of Eligibility

This is to certify that

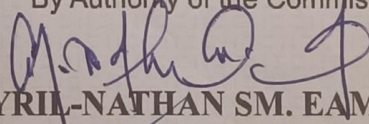
ELIJAH D. TANCIO

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 8th 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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8/9/23



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. **141102020524**

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



CLN-NQ-0552095


SEC. EMMANUEL JOEL J. VILLANUEVA
Director General

