Clifford Bram Manio

LEGAL VIRTUAL ASSISTANT | SENIOR PRODUCT SUPPORT
SPECIALIST | WEB DEVELOPER

PROFESSIONAL SUMMARY

A professional with over 6 years of experience in customer service and technical assistance, with a proven track record of providing superb support. Possesses a diverse skill set that includes recent experience as a Legal Virtual Assistant and as a Web Developer. Strong problem-solving skills and a dedication to achieving company goals.

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SKILLS

- HTML
- NodeJS
- JavaScript
- MongoDB
- CSS
- WordPress
- Windows/Mac Platform
- React
- Postgre SQL

WORK EXPERIENCE

Legal Support Help

Role: Legal Virtual assistance | 08/2024 - 12/2024

Achievements/Tasks:

- Validating documents of clients.
- Conducting outbound calls to customers to update them about their cases.
- Performing client intake procedures.
- Drafting and managing legal documents.
- Scheduling meetings and managing calendars.

Concentrix, A SYNNEX Corporation

Role: Senior Product Support Specialist | 10/2016-09/2023

Achievements/Tasks:

- Provided advanced technical support by handling complex customer cases with minimal supervision.
- Responded to escalated and unresolved calls and questions from less experienced Technical Support Advisors.
- Maintained extensive knowledge of the organization, products, and/or services.
- Followed appropriate escalation paths to resolve technical issues and made follow-up calls to customers as needed.
- Solved problems that were generally unstructured and required extensive use of conceptual thinking skills.
- Ensured service delivered to customers met contractual Key Performance Indicators ('KPIs').
- Conducted training sessions for newly hired Technical Support Advisors, focusing on product knowledge, troubleshooting procedures, and customer service best practices.

Freelance

Role: Web Developer| 12/2015-09/2016

Achievements/Tasks:

- Coded websites using HTML, CSS, JavaScript, and jQuery languages.
- Provided front-end website development using WordPress, Hubspot, and other editing software.
- Planned website development, converting mockups into usable web presence with HTML, JavaScript, AJAX, and JSON coding.
- Developed technical solutions required to accommodate specific user-facing assets.
- Oversaw back-end development using NodeJS with express framework to maintain website integrity.

Cyberwizard Compware Sale

Role: Computer Technician| 08/2012-10/2015

Achievements/Tasks:

- Tested and installed motherboards, processors, and graphics cards on desktops and laptops for corporate staff.
- Linked computers to network and peripheral equipment.
- Served as a backup for staff members, responding to system failure and maintenance emergencies.
- Performed installation, maintenance, and repair for complex internal computer hardware and various software applications.
- Performed troubleshooting to correct computer hardware and software malfunctions.

EDUCATION

High Diploma

- St. Peter's College
- 06/2005-03/2006
- Iligan City, Philippines

Programming NCIV

- Iligan Computer Institute
- 06/2008-03/2009
- Iligan City, Philippines

CONFERENCES & COURSES

Front-end Developer (10/2023 - 2022)

Skillsoft

- Completion badges are earned based on viewing the required percentage or receiving a passing score on an assessment.
- The focus of this Skillsoft Aspire track is on Full Stack Developer (FSD) front-end development.
- The covered technologies include HTML, CSS, and advanced JavaScript.
- User interaction technologies and build and test tools are also covered.

FSD Front-end Development: Features of HTML5 & CSS3 (10/2023-2022)

Skillsoft

- Completion badges are earned based on viewing the required percentage or receiving a passing score when an assessment is required.
- This 13-video course explores new features of HTML5 and CSS3 for easier development and a better user experience.
- Learners examine the role of HTML forms in FSD and local storage options.
- They learn about web workers, how to configure them, and the stages in the service worker lifecycle.
- The course also covers web sockets and the need for persistent communication with the server.
- Learners are taught how to implement Server Sent Notifications (SSN) using NodeJS.
- Other topics include layouts, working with columns, and CSS Flexbox.
- The course also covers various CSS selectors, styling forms, and using media queries to make a webpage responsive.
- The exercise involves designing a popular three-column webpage layout format.