



CRYSTAL ROSE MANAOIS

SOCIAL MEDIA MANAGER

EXPERIENCE

Social Media Manager

- Bridgepoint

Drawing on my marketing background and experience at Bridgepoint, a leading digital marketing agency, I honed my passion for crafting captivating social media content that cuts through the noise and grabs attention. I excel at taking complex information and transforming it into engaging visuals and messaging that resonates with target audiences. During my time at Bridgepoint, I spearheaded the development of creative brand banners and marketing ideas specifically tailored for social media platforms. My work played a key role in amplifying brand presence online and driving audience engagement.

Sales Specialist

- TTEC Bacolod
- Teleperformance Luxur

Thrived in a demanding telecom sales environment, consistently exceeding customer expectations by efficiently converting high call volumes into satisfied, long-term clients. Possessing a deep understanding of our complex telecom products and services, I leveraged this knowledge to guide customers toward informed purchasing decisions that perfectly aligned with their unique needs. This resulted in a measurable increase in both customer satisfaction and company revenue. Beyond sales success, I fostered strong customer loyalty by streamlining the refund process, swiftly resolving billing issues, and providing expert troubleshooting that not only addressed immediate concerns but also built trust, ultimately closing deals and securing repeat business.

Account Analyst

- QueenBank - Roxas City, Capiz (Internship)

In my role, I provided exceptional customer service by addressing customer inquiries through various communication channels, ensuring prompt and accurate responses. I also maintained organized physical and electronic filing systems, developing and implementing filing procedures to ensure easy document retrieval while upholding data privacy standards. Additionally, I demonstrated proficiency in data entry, accurately inputting information into software systems and databases with attention to detail, following protocols to ensure data consistency and reliability.

Human Resource Management

- Kapawa Integrated Farm – Pontevedra, Capiz (Internship)

I thrived in a multi-faceted role, managing website content for scholarships, providing exceptional customer service to prospective scholars, and ensuring data accuracy. I spearheaded website updates, addressed inquiries clearly and promptly, and maintained a welcoming environment. My strong organization kept information retrieval efficient and data reliable.

To take this opportunity to work in a corporate environment where I can put those theories learned from university into the actual application, and more importantly, be able to gain new knowledge while at the same time sharing my life and work discipline with the client.

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📍 Bacolod City, Philippines

SKILLS & PROFICIENCY

COMMUNICATION TOOLS

- 1.Slack
- 2.Microsoft Teams
- 3.Zoom
- 4.Genesis
- 5.Avaya
- 6.WhatsApp
- 7.Skype
- 8.Viber

OTHERS

- 1.Canva
- 2.Capcut
- 3.Filmora Pro
- 4.Adobe Photoshop

DOCUMENT-COLLABORATION TOOLS

- 1.Google Drive
- 2.Dropbox.com
- 3.Microsoft Office 365

TIME-MANAGEMENT TOOLS

- 1.Google Calendar
- 2.Microsoft Outlook Calendar
- 3.Notion

CRM TOOLS

- 1.ATLAS
- 2.IFCA

EDUCATION HISTORY

Bachelor of Science and Business Administration Major in Marketing Management

Capiz State University - Main Campus

A thorough four-year bachelor's program on marketing emphasis.