

Khaymel Manalo

CMS | Web Specialist | Team lead | QA Tester

Profile

I have been in the industry for 16 years concentrated in Information Technology. Experienced Web Content Manager with extensive background in building, maintaining and creating websites using different Content Management Systems such as TeamSite, WordPress, SiteCore, SharePoint, Adobe Experience Manager and Umbraco. Served as the main point of contact of clients and stakeholders across different regions. Skilled in Web governance, Search Engine Optimization best practices and accessibility.

Employment History

Web Support Specialist | Labrador CMS | Norway

APRIL 2024 — PRESENT

- Respond promptly and professionally to customer inquiries and concerns regarding Labrador CMS functionality and usage.
- Provide expert guidance on system functionalities, offering comprehensive advice and consulting on available options.
- Collaborate in developing canned responses, templates, and best practices for the customer support function.
- Assist clients in troubleshooting issues, finding solutions within the system, and collecting feature requests for future enhancements.
- Offer initial responses and acknowledgments to client queries, resolving concerns whenever possible, and escalating complex issues when necessary while managing client expectations.
- Utilize Freshdesk as the primary support platform, ensuring accurate and efficient ticket management.
- Perform webmaster tasks, managing website components such as CLS loading time and image formats.
- Collaborate with cross-functional teams, leveraging your technological expertise to enhance the customer support process.
- Maintain familiarity with Google Chrome and relevant tools to facilitate effective support

QA Analyst | MCCANN WORLDGROUP | Taguig, Philippines

JULY 2023 — MARCH 2024

- Analyzed website through Umbraco and Sitecore CMS
- Collaborated with QA Testers to develop effective strategies and test plans
- Executed test cases and analyzed results
- Created logs to document testing phases and defects
- Reported bugs and errors to developments teams though Azure Devops
- Helped troubleshoot website issues

Contact Details

GMAIL:

khaymelmanalo@gmail.com

SKYPE:

join.skype.com/invite/okzLwzPaAzuu

WHATSAPP:

<https://wa.me/639184765000>

TELEGRAM:

<https://t.me/khaymelmanalo>

Skills

Umbraco

Adobe Experience Manager

SiteCore

WordPress

Microsoft Office

Strong Communication Skills

Team Player

Effective Team Leader

Website Management

Website Testing (Desktop/Mobile)

HTML5, CSS3, Javascript

- Conducted post-release/post-implementation testing
- Worked with cross-functional teams to ensure quality throughout the development life cycle
- Conducted regression testing
- Joined the daily scrum session together with the Developers, Designers,
- QA Testers, Project Manager and QA Director

CMS Team Lead | MCCANN WORLDGROUP | Taguig, Philippines

JANUARY 2021 — FEBRUARY 2024

- Served as the main point of contact of our clients and stakeholders.
- Led and managed a group of Content Managers who update, edit and create pages for Middle East, Russia and Honeywell websites using Adobe Experience Manager (Quantum) and WordPress CMS.
- Produced a very good quality team's output of our deliverables through our tools like JIRA and WorkFront resulting to multiple client's commendation.
- Helped my team members to improve their performance and increased productivity through our 1 on 1 sessions.
- On top of my job responsibilities, I also conducted training to our newly joined colleagues as well as managed the company's Internship Program and facilitated the monthly brown-bag session as part of my initiative and extra miles.

Web Content Manager | HSBC | Muntinlupa, Philippines

AUGUST 2019 — JANUARY 2021

- Served as the Subject Matter Expert and point of contact of our requestors and stakeholders from UK, Canada and Hong Kong.
- Published HSBC public websites using CMS Sitecore 8.1 and SharePoint CMS for web intranet.
- Led multiple projects for major website migrations where I managed number of resources from different locations such as Sri Lanka, China, Manila and Egypt.
- Attached tags such as button clicks and page views using Tealium platform for campaign pages and monitored the website's performance via Adobe Analytics.
- Worked closely with SEO specialists to ensure best search engine placement for web content

Senior Web Production Officer | HSBC | Muntinlupa, Philippines

MAY 2014 — JULY 2019

- Produced web pages and content fragments, as well as limited bespoke XHTML code, using a range of HSBC group-owned Web Content Management system.
- Published Retail Banking and Wealth Management websites using Sitecore 7.2 CMS.
- Published contents online that fit project requirements and adhered to content and design guidelines as well as established industry standards and best practices.
- Worked under the direction of a Web Content Manager.

Web Production Officer | HSBC | Muntinlupa, Philippines

MARCH 2013 — APRIL 2014

- Updated and created multiple Hong Kong websites using Site-In-A-Box CMS platform.
- Worked closely with Senior Web Production Officer to deliver all given tasks through our SharePoint ticketing system.
- Uploaded promos and Hero banners, special announcements and article creations for web intranet.

Web Associate | HSBC | Muntinlupa, Philippines

MAY 2010 — FEBRUARY 2013

- Updating and creating web intranet using HSBC-owned Group Content Management Systems. My day-to-day role is to make sure that all content updates are publish within the given timeline. All tasks are monitored via Work Request System tool.

Technician | TOSHIBA | Laguna, Philippines

APRIL 2008 — APRIL 2010

- Technical support of manufacturing operations and developer of web intranet using HTML, Adobe Photoshop and PHP&MySQL.

Education

Information Technology, Jacobo Z. Gonzales Memorial School of Arts and Trades, Binan, Laguna

MARCH 2005 — APRIL 2008



CMS & Web Specialist | Team Lead | QA Tester
Khaymel Manalo | khaymelmanalo@gmail.com | Philippines