

Emelio Steve Malisa

Web Administrator | Digital Marketer | Technical Support Specialist

United States | Philippines

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Professional Summary

Dedicated web administrator and digital marketing expert with over a decade of experience in managing online platforms, driving digital growth, and providing exceptional technical support. Proven track record in updating and securing WordPress and Drupal sites, developing PHP solutions, and leading digital marketing strategies. Committed to helping clients achieve high-converting online platforms and ensuring seamless user experiences.

Professional Experience

Managed Updates Consultant

Pantheon Platform – United States

November 2022 - Present (2 years 1 month)

- Performed regular updates for WordPress and Drupal sites using tools like Drush and WP-CLI, ensuring seamless functionality, security, and compatibility for multiple clients.
- Troubleshoot technical issues and ensured sites were operating effectively.
- Implemented and reviewed PHP code, leveraging Git for version control in various development projects.

Owner

ESM Web Solutions – Philippines

June 2021 - Present (3 years 6 months)

- Supported local Filipino clients by creating reliable and high-converting digital platforms to increase leads and sales.
- Provided full-service digital marketing, from strategy to implementation, for clients in various industries.

Web Administrator

The EmmaRose Agency – Los Angeles, CA, United States

December 2021 - December 2022 (1 year 1 month)

- Managed websites across platforms like WordPress, Wix, Shopify, and ClickFunnels, supporting development and ensuring optimal performance.

Social Media Manager

Team Impress Marketing – San Jose, CA, United States

January 2020 - May 2022 (2 years 5 months)

- Developed and led digital marketing team assessments to clarify business goals, challenges, and team capabilities for enhanced business execution.

Web Administrator

The Kajoku Group – United Kingdom

August 2020 - January 2022 (1 year 6 months)

- Managed and optimized website functionality, security, and user experience.
- Conducted SEO updates, analyzed site performance, and resolved customer issues effectively.

Retention Specialist

Flatworld Solutions – Davao, Philippines

May 2020 - October 2021 (1 year 6 months)

- Provided customer support for beauty and dietary products, retaining customers through excellent service and comprehensive product explanations.

Service Coordinator

DIGITAL INTERFACE – Davao City, Philippines

September 2018 - March 2019 (7 months)

- Managed technical support for printer, PC, and laptop issues, coordinating with technicians, monitoring job progress, and handling customer complaints.

PHP Web Developer

Posbang Corporation – Davao City, Philippines

March 2018 - June 2018 (4 months)

- Maintained and developed systems based on client requirements, ensuring functionality and usability.

Technical Support

Teleperformance Philippines – Region XI - Davao, Philippines

December 2014 - March 2017 (2 years 4 months)

- Provided technical support for Vodafone New Zealand clients, troubleshooting issues and ensuring customer satisfaction.

Sales Representative

MSI-ECS Phils Inc – Davao City, Philippines

July 2013 - December 2013 (6 months)

- Represented top IT solutions for customers at S&R Membership Shopping, promoting MSI-ECS's industry-leading products.

Education

Bachelor's Degree in Information Technology

AMA University, 2014

Skills

- **Technical Skills:** WordPress, Drupal, WP-CLI, Drush, PHP, Git, SEO, Site Optimization, Web Design, Graphics Design, Podcast Editing (Video/Audio), Content Creation, Customer Relationship Management, FB Ads, Google Ads
- **Digital Marketing:** Social Media Management, Digital Strategy, Client Consultation, Marketing Automation, Chatbot Automation
- **Web Administration:** Website Security, Performance Monitoring, Troubleshooting, Content Management, Web Hosting Management
- **Customer Support:** Client Retention, Customer Satisfaction, Technical Support, Sales Representative

Tools & Platforms

- **SEO:** Google Keyword Planner, Google Analytics, Google Search Console, Ahref's Backlink Checker, Google Trends, Google Alerts, SEM Rush
- **Email Marketing:** ConvertKit, ActiveCampaign, MailChimp, InfusionSoft
- **Social Media Marketing:** Hootsuite, SocialBu, SocialMonials
- **Hosting:** HostGator, Hostinger, GoDaddyHosting, SiteGround, Pantheon.io
- **Chatbot Development:** ManyChat, ChatHero, ChatFuel
- **All-in-One Marketing/CMS/CRM:** Kajabi, Wix, Shopify, ClickFunnels, InFusionSoft (Keap), WordPress, Drupal, Hubspot CRM, Agile CRM
- **LMS & Membership:** MemberVault, LearnDash
- **Video Editing:** Filmora, Adobe Premiere Pro
- **Diagramming & Flowchart:** Microsoft Visio, Miro
- **Docs Tools:** Microsoft Word, Excel, PowerPoint, Gsuit
- **Web Design Prototyping:** Adobe XD, Figma, Invision
- **Graphics & Photo Editing:** Illustrator, Photoshop, Canva
- **Team Communication:** Slack, WhatsApp

- **Project Management:** Trello, Clickup, Teamwork, Asana
- **Time Tracking:** Tmetric, Hubstaff, eTimeProof
- **Others:** OBS Studio, Uptime Robot, FreshDesk, DisQus, Zapier, Git, Composer, WP-CLI, Terminal

WordPress Plugin/Theme Stack

- Elementor, WooCommerce, WordFence Security, YoastSEO, ACF (Advanced Custom Fields),