

ERLAND BARDOS

Digital Project Manager

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📍 Matina, Davao City, Philippines

Summary

A performance-driven, seasoned web professional with 15 years of experience in project and operations management and human resources. Data-driven with passion for putting order into chaos, spotting operational gaps and continuous improvement of processes to increase team productivity and overall efficiency.

Technical Skills

Project Management Tools:	Asana, Clickup, Trello, Notion, Basecamp, Jira, Write, Airtable, Monday
Meetings:	EOP, Scrum & Agile methods, Google Calendar, Zoom, Google Meet
Knowledgebase:	Notion, Clickup, Helpjuice
Team Communication:	Slack, Skype, Google Meet, Google Docs (for SOPs)
Marketing:	Go High Level, Growthworks, Mailchimp, ActiveCampaign, Aweber, Zoho CRM, Salesforce
Customer Support:	Zendesk, Freshdesk, Hubspot
Website CMS:	WordPress, Shopify, BigCommerce
Automation:	Zapier

Experience

Cheetah Technologies

Corporate Recruiter, HR Staff (Remote)

November 2021 – May 2024

Pleasanton, California, USA

- Handled full-cycle, end-to-end corporate recruitment, and closed 30+ positions in multiple departments from category management, data science, human resources, sales, marketing, IT, warehouse operations, and logistics.
- Maintained a decent and healthy candidate pipeline for multiple requisitions via continuous active and passive sourcing of talent; upheld equal opportunity and fairness and ensured a seamless candidate experience from point of contact to onboarding.
- Assisted in general HR functions such as helping logistics and delivery sourcing, cross departmental collaboration, third party talent pool recruitment and coordination, and internal scheduling.

Morgan & Westfield

Recruitment & Sourcing

May 2023 - May 2024

New York, USA

- Managed talent acquisition across six pipelines for finance roles, encompassing preparation, sourcing, screening, and selection to find top talents in the Philippines, Asia and South Africa.
- Through a meticulous and selective process, successfully closed top priority requisitions by utilizing strategic sourcing methods and Boolean searches to identify passive LinkedIn candidates for roles such as Client Services Team Manager, Corporate Finance M&A Copy Editor, M&A Buy Side Deal Originator, Client Team Associate, M&A Content Researcher, and Content Marketing Associate.

The Breakup Doctor / Telescope Ventures

Project Manager & Human Resources (Part-time, Remote)

June 2016 – May 2024

San Diego, California, USA

- Managed full-cycle operations of relationship coaching and entrepreneur coaching businesses – from technical maintenance, customer support on Zendesk, asset storage and content curation, client support in Vcita and client appointment scheduling.
- Ran weekly EOP executive meetings and team meetings; hosted monthly performance report meetings as well as improved key frontliner metrics that helped increased efficiency and profitability.
- Oversaw and ensured a functional back & frontend framework for 40+ VSLs, 20+ WordPress websites, 5 CRMs, 8 CMS, 3 affiliate platforms, 2 video hosting platforms, and 1 membership site for more than 20 separate courses with over 70 modules.

Locals Best

Project & Office Manager / Human Resources (Remote)

August 2020 – April 2022

Cape Coral, Florida, USA

- Defined and documented over 40 key operational processes in the firm in an easy-to-follow SOP format.
- Helped grow business through process efficiency, team productivity via 1:1 training, target market expansion through direct client interactions and overall profitability by spotting performance and operational gaps.
- Handled recruiting, interviewing, hiring, onboarding and offboarding of employees as well as streamlined daily virtual office operations via Redmine platform ticketing system.

Global Academy of Coaching

Human Resources / Project Manager (Remote)

February – August 2019

Athens, Greece

- Setup and customized the company's project and task management platform using Asana, reducing time spent on task delegation, collaboration, and daily communication, optimizing operational efficiency and team productivity.
- Helped increase weekly content production by handling the recruitment, interviews and hiring of transcribers for Greek videos and project-based social media marketers and managers.

Costa Rank PBN

Process Documentarian (Remote)

July – December 2018

Lisbon, Portugal

- Documented over 200 standard operating procedures – 60 SOPs for writers, translators, and developers; and 140+ plugin documentation SOPs in text and video formats.

Antigua Décor

Project Manager (Remote)

May – December 2016

San Antonio, Texas, USA

- Provided executive support and guidance to CEO in expanding two small distinct businesses.
- Setup a central project management platform in Bitrix24, team collaboration tools, CRM, onboarding, and training of employees.
- Recruited and hired freelancers for social media projects, email marketing and business automation.

Talented Mr. Salas

Human Resources / Operations Director (Remote)

November 2015 – February 2016

Austin, Texas, USA

- Oversaw and continuously streamlined operations by integrating entrepreneur vision-mission alignment, business automation tools, process improvements, scrum meetings, bi-monthly departmental meetings, NDAs.
- Simultaneously handled solopreneur clients and managed multiple digital marketing projects using effective task delegation methods.
- Setup and implemented a knowledge base and central training portal for multiple departments.
- Worked closely with HR team in recruitment and hiring as well as implementing an internship program for fresh graduates.

Flipkod

Human Resources / Project Manager (Remote)

August – October 2015

Zagreb, Croatia

- Handled full-cycle recruitment of 5 IT specialists, web designers, website developers and web app developers that led to the completion of a customizable content management platform.
- Managed three projects: web app, website development, recruitment and hiring
- Accomplished technical essentials of the projects: API integration and SDS documentations.

Achaibo Expressions by TM

Human Resources / Project Manager (Remote)

April – July 2015

Encinitas, California, USA

- Executive support and close collaboration with CEO in expanding two startup businesses.
- Expanded the team from 2-people to 18 by recruiting and hiring 15 artists (painters, ballpoint artists, graphic artists) to push indigenous art project into completion; as well as 1 accountant, 1 in-house web developer, and 1 virtual assistant to handle daily operations.
- Setup project management and team collaboration platforms; built web pages, landing pages, and company website on WordPress; expanded business scope by setting up a local call center.

Brick&Mobile

Helpdesk & Technical Support (Remote)

September 2012 – November 2014

Toronto, Canada

- Handled daily client support through chat and email; responsible for platform troubleshooting of mobile website builder platform issues dealing with HTML, CSS, redirection, SMS, QR codes.
 - Zendesk portal administration, SOPs – tutorial articles and videos, knowledge base administration and updates.
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Education

Ateneo de Davao University

M.S. Psychology, Major in Educational Psychology

May 2023

Davao City, Philippines

St. Dominic Savio School of Design

Website Design and Web Development

March 2014

Davao City, Philippines

Walden University

M.S. Psychology, Major in Program Evaluation and Research

November 2011

Baltimore, Maryland, USA

University of Mindanao

B.S. Psychology

November 2006

Davao City, Philippines

Internships

Graduate School

Hoffen Clinic (January 2020), Davao City
Psychological Case Report Writer & Clinic Staff

Cooperative Development Authority (CDA), February 2020,
Davao City
Human Resource Associate

University of the Philippines Mindanao (March 2020), Davao
City
Researcher & Lecturer

Undergraduate

UM Guidance & Testing Center (August 2006), Davao City
Psychometrician Associate

New Day Recovery Rehabilitation Center (August 2006),
Davao City
Psychology Associate

MAA General Insurance Philippines (September 2006),
Office Clerk

UM Psychology Department (October 2006), Davao City
Freshmen and Sophomore Social Science Subjects Lecturer