



# MICHEL HILARIO

## KNOWLEDGE MANAGEMENT SPECIALIST

### CAREER PROFILE

Extensive working experience in Knowledge Management, Global HR Shared Services, Technical Writing, Web Content, Project Management, PR, Marketing Events, and Customer Service.

### CONTACT INFORMATION

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Location: Quezon City, Philippines 1101

### CURRENT ROLE

#### Project Analyst II

Global Knowledge and Integration

AMERICAN EXPRESS

JAN 2020 up to the present

### JOB FUNCTIONS

- Content curation, analysis, and technical writing
- Knowledge Base Management (Oracle Knowledge, BloomReach Experience, ServiceNow)

### WORK ETHICS AND VALUES

- ACCOUNTABILITY
- COMPASSION
- CONSISTENCY
- CREATIVITY
- EFFECTIVE COMMUNICATION
- INTEGRITY
- LEADERSHIP
- PROCESS IMPROVEMENT
- TEAM COLLABORATION

### WORK HISTORY

#### Knowledge Management Specialist

DATACOM IT SYSTEMS PHILIPPINES INCORPORATED  
FEB 2018 TO MARCH 2019

- Web Portal Content Management and Administration
- Knowledge Base Management
- Content Strategy and Implementation
- Account Management
- Technical Writing
- ITIL Process Documentation
- Project Management (Continual Service Improvement)
- CSAT Analysis (Salesforce | PowerBI)

#### HRSSC Knowledge Base Administrator

PEARSON MANAGEMENT SERVICES PHILIPPINES,  
INCORPORATED  
NOV 2015 TO APRIL 2017

- Project Management and Transition
- Knowledge Enablement and Integration
- Application Support for Taleo, Oracle Fusion and ServiceNow
- Knowledge Base Administration
- HR Portal Content Creation, and Administration
- Coaching and HR Process Training of New Hires

#### HR Services Advisor

UNITED HEALTH GROUP (OPTUM GLOBAL SOLUTIONS)  
FEB 2013 TO NOV 2015

- HR Portal Content Management and Administration
- End to end Global HR Shared Services Support
- Knowledge Base Management - SharePoint
- Project Management/Continuous Process Improvement Initiatives
- Employee Data and Case Management - PeopleSoft HR
- Training and Orientation of New Hires

#### HR Services Agent

NORTHGATE-ARINSO (NGA HR)  
MAY 2010 TO JUNE 2012

- Payroll & Benefits Administration (Americas)
- SAP HCM ESS/MSS End user Application Support
- SAP HCM - PA and OM Module EDM
- Employee Security & Access Administration (password & login credentials)

## EDUCATION

### BACHELOR OF ARTS IN COMMUNICATION ARTS MAJOR IN PUBLIC RELATIONS

THE PHILIPPINE WOMEN'S UNIVERSITY, QUEZON  
CITY

June 1996 to March 2000

## INTERESTS

- DIGITAL MARKETING
- FASHION AND RETAIL
- GARDENING
- GOURMET
- HEALTH AND WELLNESS
- INTERIOR DESIGN
- LIFE HACKS
- MUSIC
- TECHNOLOGY
- TRAVEL

## TECHNICAL SKILLS

- **APPLICATION SUPPORT & DATABASE ADMINISTRATION** - SAP HCM, PEOPLESFT HR, TALEO, ORACLE FUSION, SERVICENOW, MYHR PORTAL, MYCLOUD, OFFICE 365, POWER BI, SHAREPOINT, MS VISIO
- **TECHNICAL WRITING** - PROCESS DOCUMENTATION, CALL FLOW, BUSINESS CORRESPONDENCE, EMAIL RESPONSE TEMPLATES FOR CUSTOMER SERVICE, TECHNOLOGY, AND HUMAN CAPITAL MANAGEMENT
- **PROJECT MANAGEMENT** - CONTINUOUS PROCESS IMPROVEMENT
- **WEB CONTENT MANAGEMENT** - COPY WRITING, BLOG, BASIC HTML, AND INTERNET APPLICATIONS
- **SOCIAL MEDIA & DIGITAL MARKETING**
- **COMPUTER SOFTWARE & HARDWARE BASIC TROUBLESHOOTING**
- **UAT** (TESTING & PRE-PROD ENVIRONMENT)
- **CSAT ANALYSIS**

## WORK PREFERENCES

- MID-SENIOR LEVEL / INDIVIDUAL CONTRIBUTOR
- JOB AVAILABILITY: 30 TO 60 DAYS NOTICE PERIOD
- FLEXIBLE WORKING HOURS
- WORK FROM HOME ARRANGEMENT
- WEEKENDS AND PHL HOLIDAYS OFF

## Customer Interaction Associate

TELUS INTERNATIONAL PHILIPPINES, INCORPORATED  
SEPTEMBER 2006 TO MARCH 2010

- Harte Hanks Market Intelligence (Market Research - B2B/B2C)
- DELL APOS (Technical & Inbound Sales Support)
- Database: Siebel CRM, Salesforce, Oracle PeopleSoft Helpdesk

## Freelance PR & Marketing Events Manager

APRIL 2000 TO SEPTEMBER 2008

Marketing Communications | Account Management and Client Services | PR Strategic Planning and Media Relations | Event Sponsorship and Institutional Tie-ups | Special Events Management | Social Media & Digital Marketing

## HR DOMAIN PROFICIENCY

- GLOBAL HR SHARED SERVICES FUNCTIONS - HR OPERATIONS, RECRUITMENT, ONBOARDING, NEW HIRE ORIENTATION, PROCESS TRAINING, TOTAL REWARDS, EMPLOYEE ENGAGEMENT, CONTINUOUS PROCESS IMPROVEMENT INITIATIVES, EMPLOYEE SECURITY & ACCESS ADMINISTRATION

## PR & MARKETING MANAGEMENT FUNCTION

- ACCOUNT MANAGEMENT
- CORPORATE COMMUNICATIONS
- BRAND ACTIVATION
- VENDOR MANAGEMENT
- STAKEHOLDER MANAGEMENT
- PR STRATEGIC PLANNING
- MARKETING & EVENTS MANAGEMENT
- MEDIA RELATIONS