

# Victor Panlilio

## A studious photographer and writer

Calgary Alberta | 403-803-7620 | [victorpanlilio@gmail.com](mailto:victorpanlilio@gmail.com)

[about.me/victorpanlilio](https://about.me/victorpanlilio) [victorpanliliophotography.pixieset.com](https://victorpanliliophotography.pixieset.com)



### In Brief

IT-savvy, empathetic communicator, 15+ years in verbal and visual storytelling. On [Flickr](#) and [YouTube](#) since 2006; [Twitter](#), [Facebook](#), and [LinkedIn](#), since 2007; [Yelp](#) and [Vimeo](#), 2009; [Instagram](#), 2010.

### Work

Owner/Principal Jan 2002 - Present

#### [Victor Panlilio Photography](#)

Clients include [Clear Water Academy](#), [Envista Forensics](#), [Spiritus Chamber Choir](#), [Roman Catholic Diocese of Calgary](#), [FAUN Studio](#), [Worley](#), [Mountain View Optometry](#), [Girl Guides of Canada](#), [NFPA Alberta](#), [Parents for Choice in Education](#); official photographer for [Mikhail Gorbachev](#) during his Calgary visit.

Technical Writer - Engineering Mar 2022 - Feb 2023

#### [Frequency Foundry](#)

Edited, revised, and QA SaaS software documentation for internal and external clients.

Senior Technical Writer Sep 2021 - Mar 2022

#### [WestJet](#)

Reviewed/edited/updated documentation for end-user experience and corporate apps.

IT Support Specialist Nov 2020 - Sep 2021

#### [Evolution Group](#)

Remote and onsite technical support to small businesses: [Microsoft 365](#) and [Google Workspace](#) administration; Win10/macOS/iOS hardware and software upgrades; printer and network troubleshooting (VPNs, WiFi); server, endpoint, and cloud backup monitoring ([N-able](#), [MSP360](#)). Edit [Wordpress sites](#) (images and text).

Operations Specialist Aug 2018 - Sep 2018

#### [JobJar Solutions](#)

Remote technical support via [RingCentral](#), email, and [Zendesk](#) to solopreneurs and small businesses that used the [JobJar](#) SaaS app to source and bid on jobs-to-be-done in residential renovation, repair, and maintenance.

- Key accomplishment: introduced a video creation tool ([Lumen5](#)) to efficiently produce educational and promotional videos for social media.

IT Consultant Mar 2018 - Aug 2018

#### [SotoNets Inc.](#)

Delivered onsite consulting services to small businesses that (a) were migrating between cloud infrastructures and (b) needed to retire mission-critical custom-developed applications and adopt cloud-based, mobile-ready alternatives.

- Key accomplishment: migrated a highly sensitive finance consultancy to a secure, regulatory-compliant cloud infrastructure.

IT Consultant Mar 2017 - Feb 2018

#### [Berti Group](#)

### Stuff I've done

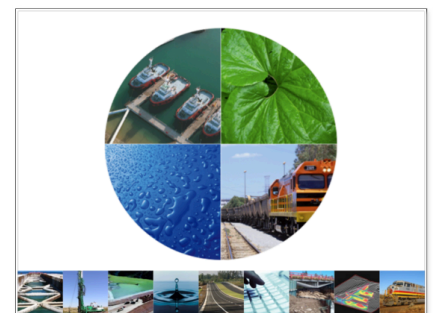
#### Work Samples



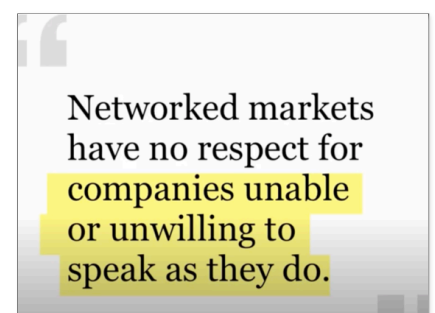
Executive portrait



Alaska Pipeline Project Bid



Leadership Slide Deck



Corporate Presentation

Information technology support and training to businesses that used Office 365, [Daylite](#), and [LightSpeed](#), on macOS and iOS endpoints and Windows 7 and 10 workstations. Managed [Cisco Meraki](#) networks, [CrashPlan](#), and [Datto](#) cloud backup.

## Senior Client Relationship Manager

Jan 2014 - Mar 2016

### [ComplyWorks Ltd.](#)

Trained key clients (in-person and via webinars) on a SaaS web app for workforce safety operations management; emailed campaigns on behalf of clients ([Constant Contact](#)); funnelled customer intelligence to sales; grew revenue in accounts.

- Key accomplishment: reduced customer churn during an oil price collapse.

## Marketing Director

Nov 2007 - Mar 2013

### [WorleyParsons Canada Infrastructure & Environment](#)

Led team producing collateral (brochures, posters, presentations, videos, tradeshow banners); qualified RFPs; managed Google profile to raise organic search rank; gave input to web/social media strategy; taught presentation best practices; designed e-books for internal communications and outbound sales.

- Key accomplishment: won a complex engineering project bid (>\$1.5M in fees)

## Senior Technical Writer

Oct 2006 - Oct 2007

### [WorleyParsons Komex](#)

Designed and produced print collateral, presentations, trade show and conference video loops, and banners; executed corporate photography assignments; managed marketing SharePoint subsite.

## IT Consultant

Jun 2003 - Sep 2006

### [Claero Systems](#)

Sold and delivered IT services (technology audits, procurement, configuration, user training and support, and vendor management) to architecture, interior design, marketing, engineering, restaurant, recruitment, specialty retail, and multi-unit real estate development businesses.

## Migration Specialist

Nov 2002 - May 2003

### [Devon Energy](#)

Updated 1500+ PCs to new corporate standard as part of a project team; re-imaged, tested, and deployed desktop and laptop hardware; conducted business partner interviews and user acceptance testing on COTS and custom oil and gas software.

- Key accomplishment: completed project on time and on budget

## Database Analyst

Oct 2000 - May 2002

### [Fujitsu Consulting \(DMR\)](#)

Supported applications used to manage gas transportation on TransCanada's mainline; audited application business logic; wrote documentation and trained business analysts to interpret SQL-extracted data.

- Key accomplishment: saved >\$240K in annual software licensing costs

## Education

### M.A. (candidate)

#### [University of Calgary](#)

Completed courses in the Faculty of Education, took some M.Sc. courses in the Faculty of Engineering, and one MBA course in the Faculty of Management

### B.Sc. Mechanical Engineering

#### [University of the Philippines](#)



Recruitment Brochure



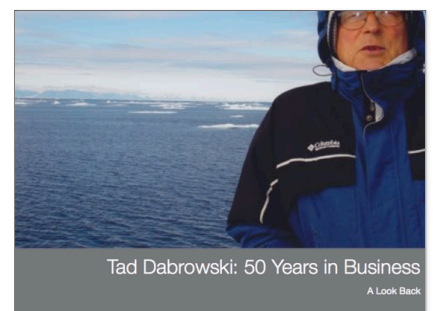
Executive Summary



Group Portrait



Poster Design



Coffee Table Book

## Video

Presentations for Calgary A.I. Meetup

Completed five-year program in 4-1/2 years and graduated in top 10% of class; in senior year, led class team designing a large-scale electricity generating plant; wrote computer models to simulate steam turbine operating characteristics

Portfolio

Additional work samples



Ad Layout



A.I. Case Study



Talent Deck



E-commerce



Client Intro



Fashion Editorial



Acquired Insights



Automated Machine Learning



Better Banking