



Brian Abarquez

Web Hosting Specialist

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LINKS

<http://babarquez.tk>, [LinkedIn](#)

01 PROFILE

Professional troubleshooting website issues specializing in Web hosting with exceptional skills in fixing common errors on website and DNS, Domain and Email configuration. Effectively uses my instinct and experience to troubleshoot technical issues.

02 EMPLOYMENT HISTORY

Aug 2016 — Oct 2018

Ortigas City

Web Hosting Specialist at EIG

- Process and track payment.
- Process Domain Transfer and Domain Renewal.
- Addressed DNS query, Tracked, update and address domain-related issues and explained to customers how it works.
- Assisted and educated clients about cPanel, WHM, and SSL.
- Resolved and advised clients with their product, billing and invoice inquiry.
- Provide assistance in Product Cancellation, Upgrades, and Downgrades.
- Educate clients over the phone on the overview of their Web Hosting Plans.

Nov 2019 — Dec 2020

Mandaluyong City

Sales/Technical Consultant at Godaddy

- Consult with customers about their business needs by matching GoDaddy products and/or solutions to their online goals, all while providing first-call-resolution.
- Build trust, interact, and communicate effectively with various levels of the organization, while meeting department quality and production standards.
- Address customers' technical concerns by walking them through control panels for Content Management Systems, as well as cPanel, Plesk and GoDaddy custom interfaces.
- Troubleshoot and correct issues by utilizing FTP, cPanel, Plesk and MySQL.
- Demonstrate ownership for issues pertaining to customer service questions, including by researching and providing solutions for issues of moderate complexity.

Jan 2020 — Apr 2021

Remote

Web Hosting Support at Hostpapa

- Solve their web technology problems using chat, email/tickets, and phone.
- Install, configure, maintain and solve errors for content management systems including, WordPress, Drupal, Joomla, etc.

- Explain how DNS and web design tools work.
- • Provide customers with a “WOW!” experience

03 EDUCATION

Jun 2012 — May 2016
San Pedro City, Laguna

Polytechnic University of the Philippines

Bachelor of Science in Information Technology

This degree is primarily focused on subjects such as software, databases, and networking. In general, computer science degrees tend to focus on the mathematical and theoretical foundations of computing rather than emphasizing specific technologies. The degree is a Bachelor of Science degree with institutions conferring degrees in the fields of information technology and related fields. This degree is awarded for completing a program of study in the field of software development, software testing, software engineering, web design, databases, programming, computer networking and computer systems.

04 SKILLS

Ability to Work in a Team



Computer Skills



Customer Service



WordPress



Web Hosting



FTP/DNS/SSL



HTML/CSS/JavaScript



05 COURSES

Dec 2020 — Dec 2021

cPanel Professional Certification (CPP) at Cpanel University

06 EXTRA-CURRICULAR ACTIVITIES

Jan 2021 — Present

Remote

Freelancer, UpWork - Little Fat Birdie

- Provides technical support to their websites, WordPress and Hosting.
- Provides landing page development.
- Provides migration of their website from old to a new server.
- Provides set up of their websites
- Provides assistance on DNS/Domains configuration.

Jan 2017 — Present

Remote - Canada

Technical Admin, HatchUp Media

- Migrate WordPress/HTML website from one server to another
- Configure DNS of domain name
- SSL installation and Website Optimization
- Fixed WordPress broken links
- HTML/CSS website update and modification
- Embed custom code in WP websites