

Web Hosting Expert / Technical Support

Luwie Salgado

With years of experience in the web hosting industry, I possess extensive knowledge in offering web hosting services. I am proficient in DNS management, email setup on various applications and devices, SSL implementation, FTP protocols, and backup solutions. Additionally, I excel in troubleshooting common issues with WordPress, providing reliable and efficient solutions. My technical skills and hands-on experience ensure smooth and secure web hosting operations.

Work Experience

Web Hosting Expert / Technical Support **HostPapa**

February 2024 - up to now | Remote

- Set up email on various devices and troubleshoot issues related to sending/receiving, storage, spam filters, and configuration settings via calls, chat, and tickets.
- Diagnose and resolve domain issues by checking DNS records, making necessary changes, and educating end users on DNS functionality.
- Troubleshoot website issues, including SSL configuration, htaccess files, file manager, routing, directories, and account status, primarily over calls with occasional chat and ticket support.

Web Hosting Support **Sutherland Global Services**

October 2021 - March 2023 | Remote | Go Daddy

- Effectively guided customers through the process of setting up purchased products and services.
- Troubleshoot and resolve issues related to domain configuration, website errors, database connections, FTP, and SSL and more.
- Fostered collaboration with other departments and higher level support teams to effectively resolve customer issues.

Customer Service Representative **Task Us**

March 2021 - August 2021 | Remote | Sephora

- Provided exceptional customer service by efficiently and effectively assisting customers with their account-related requests such as unlocking accounts and updating account information.
- Facilitated order placement, payment processing, and order tracking while addressing order-related requests and issues.
- Offered comprehensive information regarding products and services, including promotions, to customers.

See more work experiences



Contacts

+63 997 750 8525

luwie.salgado@outlook.com

Santo Tomas, Batangas, Philippines

Tech Skills

- DNS management
- Email Management
- SSL
- cPanel
- HTML / CSS / JS / PHP

Soft Skills

- Self-motivation
- Critical Thinking
- Problem solving
- Teamwork

Education

Polytechnic University of the Philippines

Bachelor in Hotel and Restaurant Management

Sta.Mesa, Manila. Philippines

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