Contacts

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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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Web Hosting Expert / Technical Support

Luwie Salgado

Work Experience

Senior Analyst / Supervisor HCL Technologies Inc.

April 2017 - October 2018 | Taguig City | Google LLC.

• Monitored team performance and ensured the achievement of key performance indicators (KPIs).
• Fostered the professional growth and development of team members.
• Supervised day-to-day operations and offered real-time support.
• Generated daily reports on team performance.
• Actively listened to team members' feedback and effectively resolved any issues or conflicts.
• Provided immediate support for G Suite-related matters such as user provisioning, adding or deleting accounts, and account setup and configuration
• Provided technical support to admin clients experiencing difficulties with Google Suite applications.
• Assisted clients in various aspects of domain setup, including verification, DNS configuration, and setting up MX records, SPF, Dmarc, and DKIM.
• Guided clients on technical aspects of web design, offering step-by-step instructions for utilizing specific website elements.
• Fostered an inspiring and motivating work environment.

IT-Service Desk / Technical Support Level 2 Atos Technologies Inc.

September 2015 - March 2017 | Quezon City | Nokia Network

• Provide comprehensive assistance to customers regarding account-related requests, such as password unlocking and resetting, utilizing appropriate tools such as Active Directory, Password reset tools, and RSA console.
• Resolve connectivity issues by troubleshooting VPN configurations using RSA console, ensuring smooth remote access for customers.
• Perform remote configuration and troubleshooting by accessing customers' PCs or laptops, effectively resolving technical issues.
• Efficiently categorize and document reported queries, meticulously managing tickets using ServiceNow for streamlined issue tracking and resolution.
• Expertly diagnose and resolve software and hardware problems, ensuring optimal functionality and user satisfaction. Take ownership of issues from inception to resolution, guiding users on the most suitable course of action, and escalating unresolved problems to higher levels of support when necessary.

Technical Support Concentrix

January to October 2014 | Quezon City | Dish Network

• Handle incoming calls from customers regarding billing, technical support, product information, account changes, and other related topics.
• Utilize problem-solving skills to troubleshoot customer concerns and provide solutions
• Educate customers on the features and benefits of DISH products and services
• Accurately enter customer data into the system while maintaining confidentiality.

• Follow up with customers to ensure their satisfaction and resolve any additional issues
• Maintain knowledge of current promotions and pricing plans
• Assist customers with ordering new equipment or services
• Upsell existing customers on additional products and services

Technical Support Stream Global Services

October 2010 - November 2013 **|** Quezon City **|** Avaya and Homestead Web Services

• Avaya May - Nov 2013
• Identify and diagnose issues and problems that are related to networks like issues with servers, Cabiten, LAN, WLAN, Port end users computer.
• Manage alarms, dispatch technician/engineers, send replacement hardware.
• Categorize and record reported queries and manage tickets using Siebel.
• Monitor issues from start to resolution, Advise users and engineers on appropriate course of action. Escalate unresolved problems to an appropriate team

• Homestead (Intuit Web Application) Oct 2010 - May 2013
• Offer expert guidance and consultation to assist customers in determining the most suitable products and services that align with their unique business needs.
• Provide exceptional customer support by addressing account-related inquiries, such as verifying billing information and offering clear explanations of their plan or subscription details.
• Resolve connectivity issues by working collaboratively with customers to optimize the design and functionality of their websites
• Assist customers in managing domain settings and configuring email accounts, ensuring seamless communication and efficient online presence.
• Facilitate SSL setup, implementing secure connections for customers' websites to safeguard sensitive data.
• Conduct step-by-step walkthroughs to guide customers through the process of setting up site builders, enabling them to create and customize their websites effectively.