



**GRACE T. PONTANAR**

BSP Camp Lahug, Sitio Lower Banica Cebu City, 6000 Cebu Philippines

**Email Address:** gracepontanar@gmail.com

**Contact Number:** +63 922 483 2991

**Educational Attainment:**

Tertiary:

[College Graduate](#)

Bachelor of Science and Information Technology

STI College Cebu

March 28, 2015

Secondary:

[High School Diploma](#)

Camp Lapu-lapu National School

April 15, 2005

Primary:

[Elementary Diploma](#)

Camp Lapu-lapu Elementary School

March 20, 2001

**Personal Information:**

Date of Birth : June 14, 1989

Place of Birth : Cebu City

Religion : Roman Catholic

Height : 5'2"

Weight : 146 Lbs.

Blood Type : O+

**Skills:****Non-Technical:**

- Very keen on details.
- Can work under pressure.
- Can get along with other people.
- Perform tasks with less supervision.
- Patience in dealing cases until resolved.

**Technical:**

- Knows basic programming language such as PHP, C#, JS
- Knows Web Designing - HTML5, CSS
- Trained in DNS (Domain Name System) configuration.
- Trained in Mailbox configuration - Email client (Outlook, Thunderbird, Mac mail etc.).
- Knows WordPress:
  - WordPress Installation
  - MySql setup for WordPress
  - Increase php resources via web space .user.ini
  - Migration from one server to another (Shared server).
  - Debugging via wp-config file
  - Fix / troubleshoot broken Wordpress websites.
- Detailed documentation of any changes made and how the issue is fixed.

**Work Experiences:****IONOS Internet Philippines**

15<sup>th</sup> & 16<sup>th</sup> Floors, i3 Bldg,  
Abad St. Cor. Jose Maria Del Mar Ave.,  
Cebu IT Park, Apas, Cebu City, 6000  
Cebu, Philippines  
(63-32) 4158747 up to 50

**Fasthosts Internet Ltd**

Technical Support Representative (Voice)  
(April 28, 2014 – May 01, 2022)

**Fasthosts Internet Ltd**

Subject Matter Expert || Senior Tech Adviser  
(May 01, 2022 – July 15, 2024)

**Responsibilities || Task Experienced:**

- Handle escalated calls and emails from 1st level agents which are related to technical issues. Find ways to resolve these issues or escalate if necessary to back office.
- Assists 1st level agents with technical difficulties that they encounter during call/email and helps them in resolving these issues.
- Update 1st level agents if there is an outage in any of our systems.

- Conduct training, coaching, and mentoring to the 1st level agents. Act as a multiplier of information as well as provider of technical and procedural updates to the team.
- Report encountered bugs in the system using an internal tool and follow-up for updates from the back office about the reported bugs.
- Disseminate information to other agents regarding the status of escalated reports and technical issues.
- Update and develop technical skills not only related to the company but further about web hosting and other internet technologies.
- Attend weekly technical meetings for technical updates.

#### **Training Attended:**

##### **Leadership Workshop**

IONOS 16<sup>th</sup> floor

3 hours

##### **MyWayTo Leadership Workshop**

IONOS International (Online)

Duration: 2 Years

#### **Certificates of competency:**

##### **Most Improved Agent of Fasthosts Customer Support**

Of May 2015

Awarded on 15<sup>th</sup> of July 2015

##### **The UK Web Hosting Agent with the Highest NPS (Net Promoter Scores)**

For the month of June, July and August 2016

Awarded on 9<sup>th</sup> of September 2016

##### **The Top Overall Fasthosts Agent Year 2018**

For the month of April, August, November, December

##### **The Best In Quality Fasthosts Agent Year 2018**

For the month of August, September, November, December

##### **The Top Fasthosts Sales After Support Agent**

For the month of November 2018

##### **The Most Productive Fasthosts Agent Year 2018**

##### **The Top Overall Fasthosts Agent**

For the entire year 2018

##### **The Top Overall Fasthosts Agent Year 2019**

For the month of January, February, March, May

**The Best In Quality Fasthosts Agent Year 2019**

For the month of February, March, May

**The Top Fasthosts Agent**

Average Hit Percentage: 112.33%

For the 1st Quarter of 2019

**The Top Overall Fasthosts Agent**

For the entire year 2019

**The Top Overall Fasthosts Agent Year 2020**

For the month of March, April, November

**The Best In Quality Fasthosts Agent Year 2020**

For the month of April, September, November

**The Most Productive Fasthosts Agent**

For the month of November, 2020

**The Best In Quality Fasthosts Agent Year 2021**

For the month of January, February, April, May

**The Top Overall Fasthosts Agent 2021**

For the month of April, 2021

**The Most Productive Fasthosts Agent**

For the month of May, 2021

**The Top Overall Fasthosts Agent**

For the month of February, 2022

**The Top Overall Fasthosts SME (Subject Matter Expert)**

For the year, 2023

**Character References:**

**Vernon Brando Jose Ranis**

Position: DevOps Engineer

Company: Infor Infor PSSC

Contact Number: +63 976 076 5595

Email address: vernonranis@gmail.com

**Yesah Ley Jacon**

Position: Cyber Security Analyst

Company: Fortra

Email address: yesahley@gmail.com

Contact Number: +63 917 496 2167

**Wilfredo Viodor**

Position: Supervisor (Fasthosts 03)

Company: 1&1 IONOS

Contact Number: +63 923 993 8941

Email address: wilfredo.viodor@ionos.com

**Reasons for Applying:**

- I'm keen to details and aiming for Quality with the task given, this line of job is definitely for me.
- To explore new skills that I believe will benefit my career in the long run. I'm particularly looking for a permanent work-from-home setup.
- I developed a strong aptitude for troubleshooting complex technical issues and providing solutions under pressure. This role honed my problem-solving skills and my ability to communicate effectively with users to understand their needs and resolve their concerns. I have become adept at identifying patterns and potential vulnerabilities in systems.