

**GRACE T. PONTANAR**

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

**Email Address:** grace.pontanar@ionos.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.
* Honest and loyal to work.
* Patience in dealing cases until resolved.
* Fluent in English.
* Work with quality not just quantity.

**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.
* Knows Wordpress:  
   - Wordpress Installation

- MySql setup for Wordpress

- Increase php resources via webspace .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**

15th & 16th 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:**

**Civic Welfare Training Service (CWTS)**

System Technology Institute Lahug (STI)

96 hours

**Leadership Workshop** IONOS 16th floor3 hours  
  
 **MyWayTo Leadership Workshop**  
 IONOS International (Online)  
 Duration: 2 Years

**Certificates of competency:**

**Civic Welfare Training Service**

013-STI-11-0181

System Technology Institute

September 16, 2012

**Most Improved Agent of Fasthosts Customer Support**

Of May 2015

Awarded on 15th 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 9th of September 2016

**The Top Overall Fasthosts Agent**

For the month of April 2018

**The Best In Quality Fasthosts Agent**

For the month of August 2018

**The Top Overall Fasthosts Agent**

For the month of August 2018

**The Best In Quality Fasthosts Agent**

For the month of September 2018

**The Best In Quality Fasthosts Agent**

For the month of November 2018

**The Top Fasthosts Sales After Support Agent**

For the month of November 2018

**The Top Overall Fasthosts Agent**

For the month of November 2018

**The Best In Quality Fasthosts Agent**

For the month of December 2018

**The Most Productive Fasthosts Agent**

For the month of December 2018

**The Top Overall Fasthosts Agent**

For the month of December 2018

**The Top Overall Fasthosts Agent**

For the entire year 2018

**The Top Overall Fasthosts Agent**

For the month of January 2019

**The Best In Quality Fasthosts Agent**

For the month of February 2019

**The Top Overall Fasthosts Agent**

For the month of February 2019

**The Top Overall Fasthosts Agent**

For the month of March 2019

**The Best In Quality Fasthosts Agent**

For the month of March 2019

**The Top Fasthosts Agent**

Average Hit Percentage: 112.33%

For the 1st Quarter of 2019

**The Best In Quality Fasthosts Agent**

For the month of May, 2019  
  
**The Top Overall Fasthosts Agent**

For the month of May, 2019  
  
**The Top Overall Fasthosts Agent**

For the month of March, 2020

**The Best In Quality Fasthosts Agent**

For the month of April, 2020  
  
**The Best In Quality Fasthosts Agent**

For the month of September, 2020  
  
**The Best In Quality Fasthosts Agent**

For the month of November, 2020  
  
 **The Most Productive Fasthosts Agent**

For the month of November, 2020

**The Best In Quality Fasthosts Agent**

For the month of January, 2021  
  
**The Best In Quality Fasthosts Agent**

For the month of February, 2021  
  
**The Best In Quality Fasthosts Agent**

For the month of April, 2021  
  
**The Top Overall Fasthosts Agent**

For the month of April, 2021  
  
**The Best In Quality Fasthosts Agent**

For the month of May, 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.

* I am particularly drawn to the Associate Security Analyst position because it aligns perfectly with my desire to focus on preventing and addressing security threats, and to play a proactive role in safeguarding data and systems.

What makes you the best candidate for the position?

* 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, which has sparked my interest in cybersecurity.