

Irice U. Reyes

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Country: Belize

Professional Summary

I'm a humble, driven professional with over 9 years of experience in IT Technical support, Website Configuration, and Customer Service across the Call Center/BPO and Tech industries. I specialize in providing reliable tech support, social media management, brand design and web configuration services, with a growing skillset in front-end and back-end web development. As an emerging Full Stack Developer, I'm currently sharpening my expertise in HTML, CSS, JavaScript, Java, SQL, Bootstrap, Git, GitHub, Netlify, and Figma—tools that allow me to build, troubleshoot, and improve websites with user-focused design and functionality. Throughout my career, I've developed strong communication, asset management, and problem-solving skills—resolving technical issues via phone, email, and chat while improving workflows and client satisfaction. Whether supporting backend systems, assisting with user access, or configuring sites for optimal performance, I bring a positive attitude, keen attention to detail, and a strong desire to learn and grow.

Let's connect if you're looking for a reliable tech specialist or junior developer ready to contribute, grow, and deliver value across diverse digital environments.

Language

EF SET English C2 Certificate 73/100 (<https://cert.efset.org/bTgsAW>)

Skills

Technical Proficiencies: Webmin, Adams Email Server, Domain Registrars, SmarterTrack, Microsoft Dynamics 365 CRM, CMS, Cloudflare, Rackspace, JIRA, Confluence, ServiceNow, Trello, MS Office, Azure, O365 Admin, Google Admin, RingCentral Admin, Vonage VCC & VBC Admin, Active Directory, Manage Engine, GoToAssist, ConnectWise, Canva, Windows Server 2019.

Support Expertise: Technical Support, Customer Support, Email, Chat, and Phone Support; Slack, Zoom, MS Teams.

Management: Supervision, Team Coordination & Training, Report Presentation, IT Project Management, Domain Management, DNS Management, Email Management, IT Asset Management, Social Media Management, Amazon Ordering & Logistics Shipping to Belize.

Process Support and Documentation: General Graphic Design, Communication, Problem Solving, Establishing Knowledge Bases, File Organization.

Web Technologies, Languages & Tools: HTML, CSS, Javascript, Java, SQL, Bootstrap, Git, GitHub, Netlify, Figma, VS Code, GoDaddy, Wordpress, Wix, Squarespace.

Education

Bachelor's Degree in Computing Top-Up

Edinburgh Napier University, Scotland, United Kingdom - Expected Completion Year 2027

Associate's Degree in Environmental Science/Computer Science

Stann Creek Ecumenical Junior College, Belize

Associate's Degree in General Studies

Stann Creek Ecumenical Junior College, Belize

Certifications

- **Front End Web Development Starter Course** - HerTechTrail Academy (June 2025)
- **NSE 1 & NSE 2 Network Security Associate** - Fortinet (May 2023)
- **The Bits and Bytes of Computer Networking** - Coursera & Google Academy (June 2020)

- **Technical Support Fundamentals** - Coursera & Google Academy (May 2020)
- **Fundamentals of Responsible Leadership** - YLAI (Oct 2019)
- **Management Strategies for People and Resources** - YLAI (Oct 2019)
- **Google Analytics Individual Certification** - Google Analytics Academy (June 2019)
- **Advanced Google Analytics** - Google Analytics Academy (June 2019)
- **Google Digital Garage** - The Open University (Oct 2018)
- **Management Skills Level 1 - Supervisory Management** - Institute of Professional Development (Mar 2019)

Professional Experience

Leadventure (Dealer Spike Belize Ltd.), Belize

Help Desk Technician | March 2023 - Present, Hybrid

Leadventure is a leading digital solutions SaaS provider that specialises in website and digital marketing services for dealerships in various industries, including powersports, RV, and marine.

- Serve as the primary technical contact for global employees, ensuring effective resolution of IT-related issues.
- Perform advanced remote troubleshooting, leveraging diagnostic techniques to streamline operations and enhance user satisfaction.
- Resolved an average of 50+ support tickets monthly, maintaining a customer satisfaction rating of 95% or higher through phone, email, chat, and in-person support.
- Consistently achieved a 98% first-time resolution rate for IT-related issues, significantly improving end-user productivity and reducing repeat support requests.
- Received Employee of the Month for the Leadventure Help Desk Belize team for outstanding performance.

Voyse International (Infotel), Belize

Senior Computer Support Specialist | Dec 2021 - March 2023, Hybrid

Voyse International is a Belize-based contact centre provider offering customer service solutions supported by advanced technology like VoIP and fibre optic internet.

- Provided tier 1 and tier 2 support, managing network and software issues across server and desktop environments, and ensuring timely updates to software and hardware inventories.
- Resolved an average of 120 support tickets per month, including software and hardware troubleshooting, achieving a 98% issue resolution rate on first contact via phone, email, chat, and in-person communication channels.
- Finalist for the 2022 CEO Award at Voyse International for leading the development of a Cubicle Numbering system and Spearheading an Inventory Management Project, resulting in a 90% improvement in location identification efficiency and a 60% increase in inventory management accuracy.

Dealer Spike Belize Ltd. (Leadventure), Belize

Dealer Technical Services Team Lead | Feb 2019 - Dec 2021, Remote

Dealer Technical Services DNS Specialist | Sept 2018 - Feb 2019, Onsite

Dealer Spike, sister company of Leadventure, is a digital advertising and website provider focused on helping dealerships improve lead generation and sales through digital marketing strategies.

- Provided expert assistance to more than 2000 clients and team members through phone, email, chat, and in-person support, ensuring the seamless operation of technical services.
- Spearheaded projects to configure and launch over 100 websites monthly, ensuring timely delivery and reducing downtime through effective team coordination.
- Managed a technical support team of 3 that consistently met or exceeded monthly performance goals, increasing team productivity by 30% through targeted coaching and supervision.
- Increased team efficiency by implementing new DNS management workflows, leading to faster go-live processes for client websites.
- Trained new DNS Specialists, reducing onboarding time by 40% and improving team readiness for handling client requests.

The Office Gurus Belize Call Centre

Inbound Sales & Customer Service Representative Jun 2018 – Sept 2018, Onsite

The Office Gurus is a global business process outsourcing (BPO) provider. They offer customer service, sales, and technical support solutions to businesses across various industries.

- Provided expert assistance to customers over the phone.
- Exceeded monthly sales targets through personalised service and effective upselling techniques, contributing to a 10% increase in overall team sales performance.
- Achieved a high customer satisfaction rating by handling 50+ customer inquiries daily via phone, efficiently navigating multiple CRM systems to resolve issues quickly.

Transparent BPO Call Centre

Technical Support Agent (Wiley Journals) March 2016 – Dec 2016, Onsite

Transparent BPO is a nearshore outsourcing provider delivering customer support, technical assistance, and back-office services to clients worldwide.

- Provided technical support to over 5,000 customers worldwide
- Resolved 50+ technical support cases per month for Wiley Journals, maintaining a high customer satisfaction rate through phone, email, chat and web forms.
- Reduced average response time by 20% by streamlining workflows in Salesforce, improving the overall efficiency of customer support operations.

Volunteer Work

Rural Emergency Response Office (RERO) Belize

Virtual Assistant Volunteer | Nov 2022 – June 2024, Remote

The Rural Emergency Response Office (RERO) which is headquartered in Pomona, Stann Creek, Belize is an internationally recognized training centre for the American Health and Safety Institute (HSI).

- Coordinated training sessions and activities and ensuring a 100% satisfaction rate among participants.
- Manage purchasing, created invoices and reached out to potential leads.
- Scheduled and organised 15+ meetings and managed calendars, resulting in a 95% improvement in organisational efficiency for RERO operations.
- Reduced expenses by optimising booking processes and negotiating better deals and rates.
- Increased website traffic by 25% and improved social media engagement by 50% by consistently managing online platforms and creating high-quality content using Canva and MS Office.
- Researched and compiled strategic reports, aiding decision-making and contributing to the planning of new training initiatives, leading to a 15% increase in course enrolment.
- Created and maintained digital content that led to a 30% improvement in the visibility of RERO's training programs and services both locally and internationally.