



LESTER R. RIVAREZ

Virtual Assistant | Technical Support Specialist | Web Administrator

A former GoDaddy Guide with over 3 years of experience supporting small to medium businesses. Expert in domain/DNS management, web/email troubleshooting, WordPress & cPanel site deployment, and client communications. Known for being detail-oriented, adaptable, and technically skilled.

CONTACT

- rivarezlester019@gmail.com
- +63 910 519 6862
- 268 Dr. Sixto Ave, Caniogan, Pasig City, Philippines

SKILLS

- Technical Support
- DNS Configuration
- cPanel
- Digital & Email Marketing
- WordPress
- Microsoft 365
- Development
- HTML/CSS
- JavaScript
- PHP
- MySQL
- Design & AI Tools
- Adobe Photoshop
- Adobe Illustrator
- Canva
- ChatGPT
- GitHub Copilot
- MS365 Copilot

WORK EXPERIENCE

- | | |
|--|----------------------------|
| Sutherland Global Services Inc. (GoDaddy Support) | Apr 2022 – Present |
| <i>Technical Support Specialist</i> | |
| <ul style="list-style-type: none">• DNS, Email, cPanel troubleshooting and guidance• Domain and hosting configuration• Client consultation on GoDaddy products• Resolving complex technical issues for small business owners• Providing step-by-step guidance for website management | |
| Sykes Asia Inc. | Aug 2019 – Sep 2022 |
| <i>Technical Support Representative</i> | |
| <ul style="list-style-type: none">• Chat/email tech support (Expedia, Capital One, Just Eat)• Personalized customer assistance and documentation• Troubleshooting account and platform issues• Creating detailed documentation for customer inquiries | |

EDUCATION

- | | |
|--------------------------------|--------------------|
| Cainta Catholic College | 2016 – 2019 |
| <i>BS in Computer Science</i> | |
| Datamex Institute | 2012 – 2013 |
| <i>Computer Technology</i> | |

CERTIFICATIONS

- GoDaddy Product Certification
- Best Programmer and Technological Innovation Award

LANGUAGES

- English (Professional)
- Filipino (Native)