

## Best Contact

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## Address

Block 39-D, Lot 24, Phase 2, Area 3, Dagat Dagatan, Novolas City, Metro Manila, North Bay Boulevard, Philippines.

## Quality, Skills & Expertise

- Communication skills
- Linux Administration
- PHP, HTML, CSS, Python, REGEX, VCL
- Locust.io Loadtesting
- SSO integration, DNS & CDN manipulation
- Site Security Policy implementations
- Circle/CI
- Github/FTP Deployments
- Jira Management
- DNS Expert
- Full stack knowledge on WordPress and Drupal CMS
- Knowledge in Cloud Technologies

## Jovencio Refuerzo Jr.

### **Sr. Web Hosting Technician | Implementation Consultant at Pantheon Platform**

Metro Manila, National Capital Region, Philippines

A seasoned IT professional with over a decade of experience across technical support, web hosting, and cloud technologies. Expertise includes Linux administration, network topology, PHP, HTML, CSS, Python, and advanced troubleshooting. Proficient in site security, DNS, CDN management, SSO integration, and full-stack knowledge of WordPress and Drupal CMS. Adept at optimizing web operations, implementing robust security policies, and managing complex deployments. Known for strong analytical skills, exceptional communication, and a proven ability to handle diverse responsibilities efficiently.

## Experience

### **Pantheon Platform (Pantheon.io)**

#### **Implementation Consultant**

July 2022 – Present

### **Customer Success Engineer**

May 2020 – July 2022 (2 years 3 months)

WebOps

## **AireSpring**

### **In-house Web Developer**

July 2019 – October 2019 (4 months), Makati

- Webmaster for <https://airespring.com/>
- Accomplish tasks given by the Marketing Team, mostly for operations internal content developments.

## **Packet Host Inc, an Equinix Company**

### **Cloud Hosting Support Engineer**

January 2019 – July 2019 (7 months) – DevOps

Support Engineer (Bare Metal As A Service)

- Kanban Board task management liaison (JIRA)
- Provision and deprovision of Instance over a BareMetal Service

## **Endurance International Group**

### **Subject Matter Expert**

September 2018 – January 2019 (5 months) SME for multiple Web Hosting brands under Endurance International Group

- Calibrates process for troubleshooting via Confluence (DMS)
- Supports Technical Web Consultants and acts as a POC for a designated Team

## **NICE inContact**

### **Technical Support Engineer**

March 2018 – July 2018 (5 months)

Picadilly Star, 903, 4th Ave, Taguig, 1636 Metro Manila

- VOIP / SIP Technical Support

## **GoDaddy**

### **Web Hosting Technical Chat Support III**

October 2016 – February 2018 (1 year 5 months)

Shaw IT Center Business Center, 1550-360 Shaw Blvd

## **TELUS International Philippines**

### **Operations Tier II Technical Support**

June 2014 – October 2016 (2 years 5 months)

ISP Network Support

## Network Solutions

### Web Tools / Hosting Technical Support

June 2011 – May 2014 (3 years), Makati

## Past Work Experience

**ContactCenter.com** – The account was merged to the company ContactCenter.com in Makati on March 27, 2010 yet the company issued an agreement on monetary claims on Nov 22, 2010 due to the account being phased out. (Reference: Supervisor Arman Castillo / Mobile No. 09204435092)

**Offshoring Inc.** – After the teaching field, I found my career in the call center industry located at 27th floor, Tycoon Centre, Ortigas as a CSR for an inbound account. We supported products such as weight loss supplement: [acaioptimum.com](http://acaioptimum.com), anti-aging supplement: [cupuacuvital.com](http://cupuacuvital.com), tanning spray: [joliesetanfree.com](http://joliesetanfree.com), etc. (Jan. 11, 2010 – March 27, 2010)

**Sumcio Global Solutions** – Became part of a pioneering company for Online English Teaching located at 4th floor Baes Bldg., 9 EDSA corner Evangelista St., Makati City. (Nov. 3, 2008 – Aug. 27, 2009)

- Teach basic English for kids between 7 to 16 years of age in Mexico & Korea, via online.

## Education and Training

### Training

- Federation of Free Workers (FFW) Sept. 3, 2008 – Oct. 3, 2008 (Finishing Course for Call Center Agents/FCCCA)
- PGMA scholar
- Awarded best in call simulation (FCCCA Class 71)

### College

- Adamson University (Computer Engineering) 2006 – 2007
  - Member of Computer Engineering Students Org. (COES)
- Technological University of the Philippines (BS Civil Engineering Technology) 2003 – 2005

### High School

- Bulan National High School 1999 – 2003
  - Member of campus journalism (GLEAM)
  - Editorial cartoonist representative of Sorsogon (regional) – Got 2nd place (2001)
  - Editorial cartoonist of the year 2002

## Personal Information

- Birth: August 29, 1986
- Age: 37
- Gender: Male

- Height: 5'7"
- Citizenship: Filipino
- Marital Status: Married
- Reference available upon request