EMILCRIS VILLANUEVA

MY OBJECTIVE

Dynamic professional with experience in hosting and business operations, committed to delivering excellent customer service and efficient solutions. Demonstrates strong problem-solving skills, adaptability, and the ability to stay calm under pressure. Focused on improving processes, supporting team collaboration, and contributing to overall business success.

WORK HISTORY

Server Support Representative, 07/2024 to Present
IONOS (Hosting Company)

- DNS Managing
- SSL Troubleshooting within Plesk
- Creating a ticket for network, hardware and plesk on a server.
- Checking port status.

Hosting Technical Support, 10/2019 to 07/2024
IONOS (Hosting Company)

- Troubleshooting website.
- Assisting customer with DUDA website builder.
- Migrating Wordpress website.
- DNS Managing

EDUCATION

Bachelor of Science , Information System, 03/2019
University of Cebu - Banilad
College Graduate

LANGUAGE

English
Filipino

EXPERTISE

- DUDA Website Builder
- WordPress Website
- DNS Management
- Web Hosting Troubleshooting
- Basic HTML and CSS

SKILLS

- Organized
- Problem Solving Skills
- Critical thinking
- Strong work ethic
- Excellent communication
- Adaptability & Learning
- Basic HTML / CSS
- Web hosting fundamentals
- Customer Service Skills