

Alvin Dela Torre

Web Hosting Expert



About Me

Dedicated and experienced Web Hosting Professional with over 8 years of hands-on experience in the industry. Seeking a challenging position where strong customer service skills, technical expertise in cPanel and associated technologies, and a commitment to delivering exceptional support can contribute to the success of a dynamic team.

Expertise Skill

- cPanel/WHM
- Domain and DNS
- Website and email troubleshooting
- SSH, FTP, SFTP
- Email Marketing
- Automations/Integrations
- WordPress
- Server migration
- Customer Service
- PHP, HTML, CSS, JavaScript

Contact Me

+639267212368

alvindelatorre.spi@gmail.com

Education

● Bachelor of Science in Computer Science

STI College Ortigas-Cainta - July 2023
Magna Cum Laude

Work Experience

● Technical Support Specialist *Kajabi.com (2021-2024)*

- Billing and technical support
- Handling automations and integrations
- Identify trends in customer issues and provide feedback to improve product functionality and user experience.

● Webhosting Advisor/SME/QA *Verio, iPage, HostGator, Bluehost (2015-2021)*

- Assist customers with troubleshooting and resolving technical issues related to website hosting, domain management, email configuration, and other web-related inquiries.
- Demonstrate SSH and command-line skills for efficient server management.
- Utilize extensive knowledge of cPanel, troubleshooting errors, and optimizing server performance.
- Interpret email and weblogs, addressing Mod_Security, PHP applications, Web Errors, Email Errors, etc.

● Adhoc Product Trainer *iPage.com*

- Conduct training sessions for iPage.com support team on various products, features, and tools offered by the company.