

RINA S. ARANAS

IT SUPPORT • WEB HOSTING • TECHNICAL CUSTOMER SUPPORT

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PROFESSIONAL SUMMARY

IT support and customer service professional with hands-on experience in web hosting support, technical troubleshooting, system monitoring, and client relations. Experienced in website and domain configuration, DNS and email hosting issues, control panels, Windows systems, and support documentation. Known for clear communication, adaptability, structured problem-solving, and a strong customer-first approach.

CORE TECHNICAL SKILLS

• Web Hosting & Website Configuration	• DNS & Email Hosting Troubleshooting
• Hardware Troubleshooting	• Windows OS Administration
• Software Installation & Configuration	• Networking Fundamentals
• Ticketing Systems & CRM Tools	• Microsoft Office Suite
• Technical Documentation	• Customer & Client Support

PROFESSIONAL EXPERIENCE

Web Hosting Technical Support Specialist

Sutherland Global — Mandaluyong City | Nov 2024 – Present

- Provide technical support for web hosting services, including server management, domain configuration, website configuration, and troubleshooting.
- Assist clients with control panel navigation and hosting account management.
- Resolve technical issues involving website uptime, email hosting, and DNS settings.
- Collaborate with cross-functional teams to improve service delivery and customer satisfaction.
- Document support cases and maintain knowledge base articles for common issues.

Customer Care Representative

Alta Resources Corp. — Philippines | Jul 2023 – Nov 2024

- Delivered customer service and support while handling inquiries and resolving issues efficiently.
- Maintained accurate records of customer interactions and coordinated with other departments.
- Supported improvements to customer care processes and service quality.

IT Intern

Inspiro — Mandaluyong City | Jan 2024 – Apr 2024

- Provided Level 1 technical assistance for desktop systems and end-user issues.
- Installed, configured, and troubleshoot computer systems while monitoring performance.
- Followed security policies and completed inventory and technical documentation tasks.

CERTIFICATIONS & TRAINING

- SQL Programming Certification Course — Programming Hub (Credential ID 1720995908355)
- Relational Database Management System Certification Course — Programming Hub (Credential ID 1721001985018)
- Introduction to Cybersecurity — Cisco Certificate of Course Completion
- Computer Hardware Basics — Cisco Certificate of Course Completion
- Wireless Networks and Communications; Data Privacy; Fundamentals of Python with AI
- Latest Technology in Embedded Systems; Mobile Application UI Development using React Native
- Fundamentals of Cloud Computing and Efficient Solutions for Cloud Data Storage

EDUCATION

Rizal Technological University, Mandaluyong City | 2019 – 2024

Polytechnic University of the Philippines, Sta. Mesa, Manila | 2017 – 2019

Mandaluyong High School, Mandaluyong City | 2013 – 2017

ADDITIONAL STRENGTHS

Customer-service oriented • Strong Filipino and English communication • Flexible and adaptable • Team player • Proactive • Self-driven and eager to learn

References available upon request.