

JAYSON MANGADAP

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 #34 Pook United Brgy. Loma De Gato, Marilao Bulacan

OBJECTIVE

To obtain a position in a highly respected institution where I can apply and improve my skills while continuously expanding my knowledge.

WORK EXPERIENCE

WORLD HOST GROUP

Web Hosting Support Specialist

May 5, 2025 – January 12, 2026

- Handled web hosting technical support for multiple brands including Hosting.com, Web central, Verpex, and Netregistry.
- Provided troubleshooting for DNS, email configuration, cPanel, WordPress issues, SSL installation, domain management, server-related concerns, malware investigation, and general hosting inquiries.

SUTHERLAND TSR/CSR

GoDaddy (Web Hosting Support Tier 2)

October 05, 2023 – February 14, 2025

TELETECH TSR

Telstra

November 22, 2018 – March 19, 2019

INSPIRO (Former SPI)

CSR/TSR iPage Web Hosting Account

November 11, 2016 – November 10, 2018

EDUCATION

Tertiary

Global Reciprocal Colleges

BSIT

2015 (Undergraduate)

Secondary

Alternative Learning System

2013

Primary

Sta. Rosa 1 Elementary School

Marilao Bulacan

2006

SKILLS

- Flexible and adaptable
- Fast learner
- Computer literate
- Strong communication skills
- Web hosting technical troubleshooting

TECHNICAL SKILLS

- cPanel & WHM Administration
- DNS Management & Propagation Troubleshooting
- Email Troubleshooting (SMTP, IMAP, POP3, MX Records)
- SSL Installation & Renewal
- WordPress & CMS Support
- Domain & Hosting Account Management
- Malware Investigation & Basic Security Checks
- Server & Website Performance Troubleshooting

PERSONAL INFO

Age: 31

Date of Birth: July 21, 1994

Gender: Male

Civil Status: Single

Religion: Catholic

Height: 5'7

Weight: 70 kg