

Nico Romano

System Engineer

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RESUME OBJECTIVE

I am seeking a company where I can further refine my skills and expand my knowledge. My goal is to engage in a professional environment that fosters continuous learning and growth. In addition, I am eager to contribute my efforts towards assisting the company and the team in achieving their goals and objectives, ultimately enhancing the return on investment.

WORK EXPERIENCE

June 2025 – Present
Remote

LevelUp

Web Hosting - Upgrades Processing Specialist

- Processed migrations for premium hosting plans (VPS/Dedicated).
- Assisted premium plan customers with plan upgrades and related queries.
- Verified website or server functionality after upgrades to ensure smooth operation.
- Guided customers through addon products and additional services offered.
- Monitored upgrades for potential further enhancements to higher-tier plans.
- Ensured successful completion of upgrades without issues before closing tickets.

May 2024 – June 2025
Remote

LevelUp

WordPress Technical Support Engineer

- Provide high-quality technical support to clients using WordPress hosting services, resolving issues related to server configurations, website performance, security, and functionality.
- Deliver exceptional customer service through various channels (email, chat) by addressing inquiries, troubleshooting problems, and guiding clients through solutions.
- Assist clients with WordPress installations, updates, plugin and theme configurations, and site migrations.
- Diagnose and resolve complex technical issues involving server configurations, databases, DNS, and network settings.
- Implement and advise on best practices for WordPress security, including regular updates, backups, malware scanning, and removal.
- Work closely with other support engineers, developers, and system administrators to address and resolve client issues efficiently.
- Continuously monitor server performance and proactively address potential issues before they impact clients.

October 2023 –
January 2024
Remote

Red Hat

Technical Support Engineer

- Respond to customer inquiries and issues via email, and provide timely and effective technical assistance.
- Diagnose and resolve technical (RHEL) problems reported by client, which may involve analyzing logs, debugging software, or troubleshooting.
- Assist client with the installation, configuration, and setup of software applications.

October 2022 – October 2023 Cebu City	Newfold Digital Inc. Tier 2-System Administrator • Provide advanced technical support (like DNS, Port, hosting, and CMS issues) and troubleshooting for escalated issues from Tier 1 support staff. • Perform proactive system monitoring and analysis to identify potential issues and recommend preventive measures. • Diagnose and resolve software, and network issues related to servers. • Develop and maintain technical documentation, including knowledge base articles, FAQs, and troubleshooting guides.
August 2021 – September 2022 Cebu City	Newfold Digital Inc. Migration Specialist • Conduct assessments to identify potential challenges, dependencies, and compatibility issues. • Implement data archiving, cleanup, or restructuring as necessary to optimize migration performance and efficiency. • Monitor migration progress and address any issues or errors encountered during the process. • Document and report testing results, highlighting any discrepancies or issues for resolution. • Check migrated systems, applications, or infrastructure for performance, scalability, and efficiency post-migration.
October 2020 – July 2021 Cebu City	Newfold Digital Inc. Product Specialist • Develop a deep understanding of our company's products, including their features, functionality, and value proposition. • Serve as a point of contact for customer inquiries, issues, and escalations related to product functionality and usage. • Work closely with customer support and success teams to address product-related issues and ensure high levels of customer satisfaction.
January 2020 – September 2020 Lapu-Lapu City	Marinas & Co. Builders Inc. Full-stack Developer • Develop user interfaces (UI) using HTML, CSS, JavaScript, and JQuery. • Integrate front-end and back-end components to ensure seamless data flow and user experience. • Design and implement database schemas, tables, and queries to support application functionality and data storage needs. • Develop RESTful APIs and web services to facilitate communication between front-end and back-end systems. • Debug and troubleshoot issues across the full stack, including front-end UI, server-side logic, and database interactions.
July 2018 – April 2019 Lapu-Lapu City	Timex Group Information Technology Trainee • Oracle, SQL, Make PowerPoint report for the whole department project progress. Optimize report tools, Excel report computing.

EDUCATION AND QUALIFICATIONS

June 2015 – March 2019 Mandaue City	Bachelor of Science BS, Information Technology University of Cebu
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SKILLS			
System Administration -----	● ● ● ● ●	Active Directory -----	● ● ● ● ●
Customer Service	● ● ● ● ●	Troubleshooting	● ● ● ● ●
Technical Support	● ● ● ● ●	Oracle SQL Developer	● ● ● ● ●
Teamwork	● ● ● ● ●	Microsoft Office	● ● ● ● ●
Windows Server	● ● ● ● ●	CLI	● ● ● ● ●
Java Programming	● ● ● ● ●	HTML5/CSS	● ● ● ● ●
API	● ● ● ● ●	JavaScript/JQuery	● ● ● ● ●
Photoshop, InDesign, Illustrator -----	● ● ● ● ●	Linux distribution	● ● ● ● ●
DNS --	● ● ● ● ●	C# ASP.net MVC	● ● ● ● ●
		WordPress	● ● ● ● ●
Android	● ● ● ● ●	Domains	● ● ● ● ●
Bash Scripting	● ● ● ● ●		

ACHIEVEMENTS	
ITELECT31: ASP.net MVC	
2017	
Role: Tester	
Equipment Reservation First Place	
MAVC "Mobile App Venture Challenge"	
2018	
Role: Hacker	
Paperless Receipt Third Place	