

# RICA R. VALENCIA

WordPress Technical Support/Website Manager

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## EXPERTISE

- WordPress technical support & troubleshooting
- Elementor, Thrive Themes, & other web page builders
- Web content management & site optimization
- Responsive web design
- Customer success & relationship management
- Web hosting, cPanel, and domain management
- E-commerce site support & maintenance
- Ticket handling and escalation management

## WORK EXPERIENCE

### WEB DEV/WP TECHNICAL SUPPORT/WEBSITE MANAGER | Freelance | Upwork

September 2020 – Present

- Helping small business owners and professionals bring their dream websites to life.
- Collaborating with website development agencies to deliver high-quality, on-brand websites.
- Building responsive, SEO-friendly WordPress sites using Elementor and custom code when needed.
- Troubleshooting layout issues, plugin conflicts, and performance concerns with precision.
- Supporting full website lifecycle from planning and development to optimization and maintenance.

### WP TECHNICAL SUPPORT/CUSTOMER SUCCESS MANAGER | Remote | Wolf IQ

May 2020 – July 2025

- Build and maintain strong relationships with clients through strategic support and proactive communication.
- Manage onboarding, campaign setup, and coordination to ensure smooth execution and client satisfaction.
- Collaborate with internal teams to align campaign goals, deliverables, and timelines.
- Monitor account performance, flag potential issues, and provide insights to optimize results.
- Prepare and deliver reporting decks that highlight campaign impact and align with brand objectives

### WP TECHNICAL SUPPORT | Remote | LevelUp

January 2021 – December 2021

- Assist customers with installation, configuration, and usage of Thrive Themes plugins and tools.
- Troubleshoot technical issues related to WordPress compatibility, plugin conflicts, and website performance.
- Provide step-by-step guidance for building and optimizing landing pages, funnels, and theme customization.
- Escalate bugs and complex issues to the development team with clear documentation.
- Maintain accurate support tickets and deliver timely, solution-focused responses via email or chat.

### L1 TECHNICAL SUPPORT | Remote | HostPapa

February 2020 – July 2020

- Assist customers with installation, configuration, and usage of Thrive Themes plugins and tools.
- Troubleshoot technical issues related to WordPress compatibility, plugin conflicts, and website performance.
- Provide step-by-step guidance for building and optimizing landing pages, funnels, and theme customization.
- Escalate bugs and complex issues to the development team with clear documentation.
- Maintain accurate support tickets and deliver timely, solution-focused responses via email or chat.

### WEB ADVISOR | Concentrix | iPage

September 2018 – February 2020

- Assist customers with website setup, domain management, and hosting services.
- Troubleshoot technical issues related to websites, email, and control panel functionality.
- Provide guidance on website optimization, security features, and best practices.
- Upsell relevant products and services based on customer needs and goals.
- Document all customer interactions and solutions accurately for future reference.

## EDUCATION

### BACHELOR'S DEGREE

#### Information Technology

Pamantasan ng Lungsod ng Pasig (University of Pasig)  
Pasig City, Manila, Philippines

### HIGH SCHOOL

San Carlos College  
San Carlos City, Pangasinan  
Philippines