Available immediately

Bonifer Parungao



Technical Support Engineer

I take customer problems from first contact to fix, and turn what I learn into clear docs, videos, and training so the next issue gets solved faster.

Los Angeles area, CA · Open to remote or LA-area roles

bonparungao.com | linkedin.com/in/bonparungao | bonparungao@gmail.com

> …he consistently showed the key qualities of an outstanding support engineer: technical precision, open communication, and genuine accountability.
>
> **Shay Amir**, Co-Founder & CEO, Spivi Inc.
> LinkedIn recommendation

ABOUT ME

Calm, thorough support that customers can count on

8+ years of technical support, including 6+ years of B2B SaaS support at Spivi.

At Spivi, a fitness technology platform for indoor cycling studios, I was the first technical contact for new customers and stayed with them for as long as they used the product. My days covered Zendesk tickets, remote sessions, and phone calls with studio owners and instructors around the world, across hardware, software, networking, audio/video, and third-party integrations.

I like finding the real cause of a problem, not just a workaround. When I confirm a bug, I hand Engineering clear reproduction steps, logs, and expected-vs-actual results. And when the same question comes up twice, I write the SOP, knowledge-base article, or tutorial video so it doesn't have to be asked a third time.

> "Bonifer is reliable, always puts the customer first, and remains calm and steady even in high-pressure situations."
>
> Shay Amir, Co-Founder & CEO, Spivi Inc.

Root-cause thinker
I reproduce, isolate, and confirm before I call something fixed.

Clear communicator
Plain language for non-technical users; precise detail for Engineering.

Documentation that scales
SOPs, help-center articles, and videos that answer the next question.

Customer-first
Onboarding through long-term support, with calm, steady follow-through.

Process improver
Better escalation workflows, documentation, and team training.

CAREER AT A GLANCE

8+ years in technical support	**6+** years of B2B SaaS support at Spivi	**~1,600** customers supported	**60+** countries	**20–30** Zendesk cases a day	**600+** knowledge base articles written and maintained

EXPERIENCE

Where I've worked

Technical Support Engineer

May 2019 – Nov 2025

Spivi Inc. · Calabasas, CA

Fitness technology SaaS for indoor cycling studios

- Supported about **1,600 customers** in **60+ countries**, handling **20–30 Zendesk cases** a day plus remote sessions and calls. First technical contact during onboarding, then their ongoing support contact.
- Owned cases end to end: intake, prioritization, investigation with logs, Event Viewer, and structured reproduction, resolution, and follow-up.
- Troubleshot hardware, software, network, and audio/video issues, plus third-party studio-management integrations such as Mindbody, Mariana Tek, and WellnessLiving.
- Escalated confirmed bugs to Engineering with repro steps, logs, and expected-vs-actual results, then retested the fixes.
- Reduced escalations by improving escalation workflows, documentation, and training. Trained and guided the support teams in France and Brazil.
- Wrote and maintained 600+ knowledge base articles, plus SOPs and tutorial videos in Adobe Premiere Pro. Hosted three customer webinars a week.

Founder, Baby Rascals

Ecommerce store for new parents

Aug 2025 – Present

Built and run it myself: product sourcing, all product copy, and designed and built the Shopify store (theme, layout, and content), plus a five-agent AI team that handles store tasks with my review. See Projects.

Technical Support Specialist

Be Media Audiovisual Lighting Studio · Chatsworth, CA

Jan 2019 – Apr 2019

Supported Windows computers, commercial audiovisual systems, control equipment, and peripherals onsite and remotely; coordinated complex Crestron and AMX issues.

Electronics Technician

Innovative Dimmers LLC · Van Nuys, CA

Jan 2018 – Dec 2018

Configured, updated, and troubleshot OEM electronics and DMX-based lighting-control equipment; ran functional tests and isolated defects.

TechOps Specialist

Devoted Home Health Services Inc. · Chatsworth, CA

Earlier experience. Primary internal IT support contact for staff.

HOW I TROUBLESHOOT

A repeatable process, from first message to documented fix

1 **Receive & Understand**
What is the issue? When did it start? What are the symptoms and the impact?

2 **Initial Assessment**
Review the environment, affected systems, recent changes, and any error messages.

3 **Gather Information**
Collect logs, screenshots, configurations, and diagnostics to narrow down causes.

4 **Analyze & Isolate**
Analyze the data and isolate variables to find the root cause.

Root cause identified?

NO Continue investigating: reassess the information, test additional theories, gather more data, then back to step 3.

YES Move on to the fix.

5 **Implement Solution**
Apply the fix or recommended solution and test that it works.

6 **Verify & Test**
Confirm with the user and test thoroughly that the issue is fully resolved.

7 **Communicate & Close**
Explain the resolution, give guidance if needed, and close the ticket.

8 **Document & Improve**
Document the fix, update the KB/SOPs, and look for ways to prevent repeats.

Listen first
Understand the user, the impact, and what they've tried.

Find the cause
Root cause, not just a quick fix.

Be methodical
Follow a proven process; isolate variables.

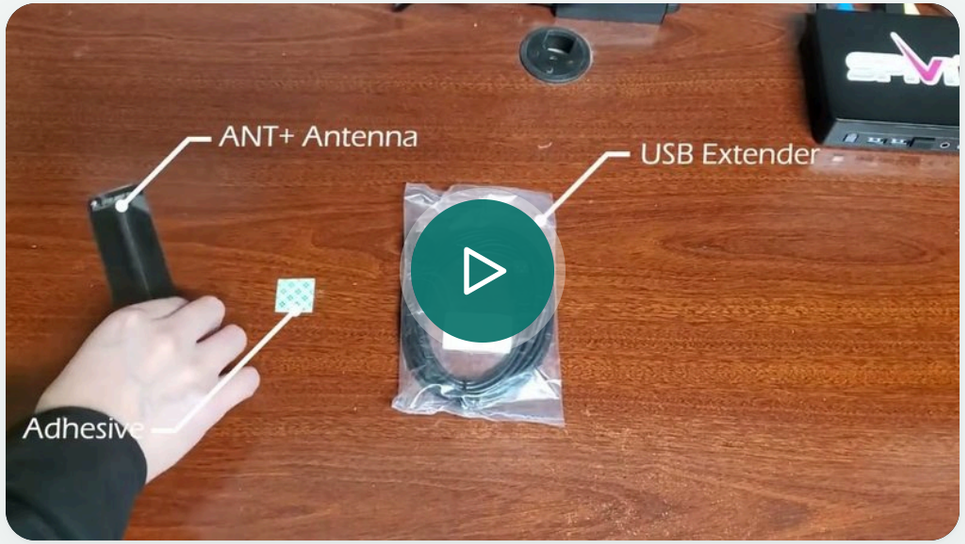
Communicate clearly
Keep users informed and set expectations.

Document & improve
Record the fix; prevent the next one.

In practice, live at Spivi: an instructor called five minutes into a class because riders who had booked and checked in weren't recognized in Spivi. I gave a simple workaround so the class could keep going, then ruled out the Spivi computer, network, and configuration, and compared member data in the studio platform and in Spivi. I isolated it to the integration layer (an update on the studio platform's side had broken the sync), gave Engineering examples to reproduce it, and retested after the fix.

DOCUMENTATION & CONTENT

Teaching customers to help themselves



Spivi Arena Installation & Activation

A step-by-step tutorial video I made in Adobe Premiere Pro, covering package contents, installation, activation, and troubleshooting tips.

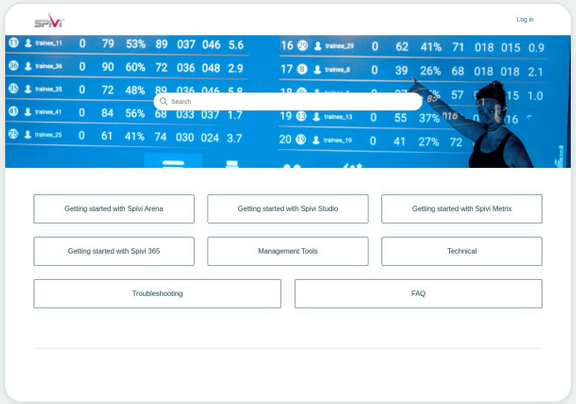
Watch on YouTube: youtu.be/iJ_jNaGRiXA ↗

3 webinars a week
Live customer training

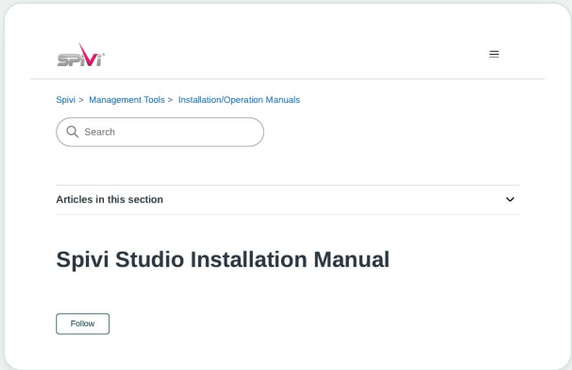
France & Brazil
Support teams trained

600+ **knowledge base articles written and maintained**
on the Spivi help center, plus SOPs, troubleshooting guides, and training material





Spivi help center
support.spivi.com ↗



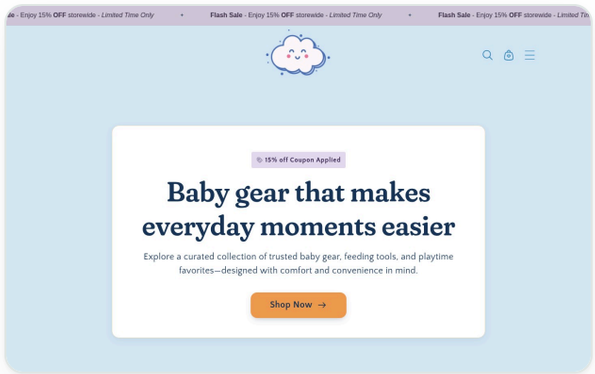
Spivi Studio Installation Manual, one of my articles
Read the article ↗

PROJECTS

Things I've built

Baby Rascals

Aug 2025 – Present



An ecommerce store for new parents that I built and run myself:

- Sourced products through DSers and AliExpress.
- Wrote all product descriptions, blog posts, FAQ, and site content.
- Designed and built the Shopify store myself (theme, layout, and content).
- Hired creators to produce UGC video ads.
- Built a five-agent AI team to run store tasks: a CEO agent delegates to a product scout, web designer, store builder, and social media manager; I review all output.

babyrascals.com ↗

PC build: cable management & airflow

Hardware project

Designing and building a system for clean cable management, airflow, reliability, and long-term maintainability.



Clean, organized build



Neatly routed cables



Clean power & storage

CHALLENGE

- Cluttered cables hurting airflow and temperatures
- Hard to troubleshoot and maintain
- Limited space and routing options

SOLUTION

- Planned the layout for routing and airflow
- Bundled, tied down, and labeled cables
- Routed through grommets, behind the motherboard tray
- Organized front-panel wiring
- Tested stability, temps, and performance

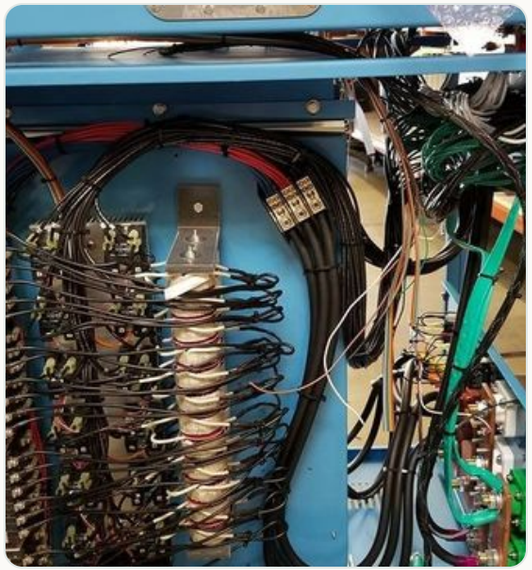
OUTCOME

- Better airflow and lower system temperatures
- Easier troubleshooting and upgrades
- Cleaner, more professional finish

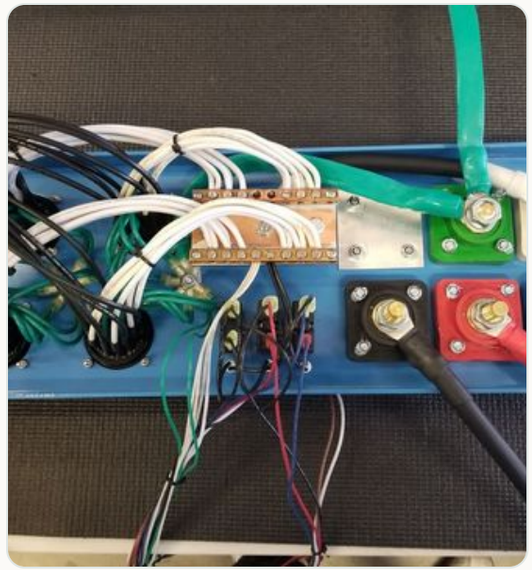
HARDWARE

Innovative Dimmers: hardware assembly

Electronics Technician, Innovative Dimmers LLC · Van Nuys, CA · Jan 2018 – Dec 2018. I assembled, wired, tested, and updated firmware on the lighting dimmer hardware below.



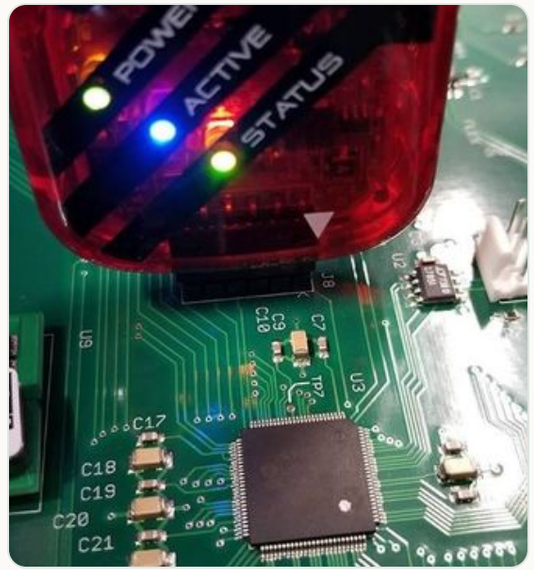
Wired and assembled: control cabinet



Chassis with heavy power lugs and busbar



A batch of units in stages of assembly



Firmware updates: programmer connected to a circuit board

- Assembled and wired dimmer control cabinets and power chassis, including heavy power lugs and busbars.
- Configured, tested, and troubleshot OEM electronics and DMX-based lighting-control equipment, isolating defects.
- Updated firmware on circuit boards with a hardware programmer.

SKILLS

What I work with

Support & troubleshooting

- B2B SaaS support
- Ticket triage
- Case ownership
- Escalation management
- Remote support
- Customer onboarding
- Customer education
- Mobile device support

Investigation

- Log analysis
- Event Viewer
- Issue reproduction
- Controlled testing
- Root-cause investigation
- Defect validation
- Driver updates

Systems & networking

- Windows 10/11
- macOS (basic)
- Linux fundamentals
- Command line
- TCP/IP
- DNS
- DHCP
- VPN troubleshooting
- Hardware & A/V

Integrations & data

- Third-party SaaS integrations
- Workflow troubleshooting
- Studio-management platforms (Mindbody, Mariana Tek, WellnessLiving)
- JSON / structured data (working level)

Tools

- Zendesk
- TeamViewer
- AnyDesk
- Zoom
- Slack
- Microsoft 365
- SharePoint
- Adobe Premiere Pro
- AutoHotkey
- ChatGPT & Gemini

Documentation & content

- SOPs
- Knowledge-base articles
- Runbooks
- Troubleshooting guides
- Training materials
- Tutorial videos
- Customer webinars

Also

- C/C++ (exposure)
- SoloLearn C++ course
- PC hardware build & troubleshooting

Audiovisual & control

- Crestron and AMX issue coordination
- DMX lighting-control equipment
- Commercial A/V systems

Outside work

Competitive gamer (Overwatch top 500, Hearthstone Legend, CS:GO Global Elite) and golf enthusiast.

EDUCATION & CERTIFICATION

Top of my class, and certified

VALEDICTORIAN, ASSOCIATE AND BACHELOR'S PROGRAMS

B.S., Electrical Engineering & Communications Technology

ITT Technical Institute, Sylmar, CA

- **4.0 GPA**
- Completed a 4-year bachelor's degree in 3 years
- Valedictorian Award for the highest GPA, in both programs



Valedictorian Award: Computer Electrical Engineering Technology



Valedictorian Award: Electrical Engineering & Communications Technology

CERTIFICATION



CompTIA A+

Certified (CE). Industry-standard certification for IT technical support professionals.

COURSE



SoloLearn: C++ Tutorial Course

Programming fundamentals in C++: syntax, logic, and problem solving.

Training: Completed Harman/AMX product training (audiovisual control systems) at Be Media.

WHAT MY EDUCATION GAVE ME

Engineering mindset
Analytical thinking, root-cause analysis, systematic troubleshooting.

Hardware & electronics
Computer hardware, system assembly, testing and diagnostics.

Networking fundamentals
TCP/IP, DNS, DHCP, and network troubleshooting.

Continuous learning
Certifications, self-directed study, technical documentation.

RECOMMENDATIONS

What people who worked with me say

“

I had the pleasure of working with Bonifer at Spivi for over six years, and during that time, he consistently showed the key qualities of an outstanding support engineer: technical precision, open communication, and genuine accountability. He’s really skilled at triage and prioritizing tasks, managing urgent incidents with great attention to detail. Bonifer excels in reproducing issues and performing root-cause analyses, and he documents everything in a way that makes handoffs to engineering smooth and easy to follow. Beyond just resolving tickets, he also keeps an eye on trends, offers helpful suggestions for improvements, and works to standardize best practices, helping our team become more efficient as we grow. Bonifer is reliable, always puts the customer first, and remains calm and steady even in high-pressure situations. I recommend him without hesitation.

Shay Amir LINKEDIN RECOMMENDATION

Co-Founder & CEO, Spivi Inc. · managed me directly

“

Bon impressed me with his deep technical knowledge, his ability to troubleshoot complex issues quickly, and his calm, professional demeanor with clients. He consistently demonstrated patience, clear communication, and a genuine desire to help. He is a true team player and a trusted resource for both clients and our internal team.

Danielle Scully RECOMMENDATION LETTER

West Coast Sales & Operations Manager, Spivi Inc.

“

Bonifer is honest, dependable, and incredibly hard-working. Beyond that, he is an impressive problem solver who is always able to address complex issues with strategy and confidence. His knowledge of computer systems and networking was a huge advantage to our entire office. He is a true team player and always brings out the best in other employees.

Mary Von Doymi, RN, BSN RECOMMENDATION LETTER

Director of Business Operations, Devoted Home Health Services

“

Bon took multiple classes from me, including Digital Electronics, and earned superior grades. Based on his grades, attendance, and class participation, I'd rate his academic performance as superior. I would highly recommend Bon for an electronics position. If his performance in my class is any indication, he will be a positive addition to any company.

Husam Kanan RECOMMENDATION LETTER

Electronics Instructor, ITT Technical Institute

CONTACT

Let's talk

I'm looking for my next technical support role. The best way to reach me is email or LinkedIn.



- bonparungao@gmail.com
- linkedin.com/in/bonparungao
- bonparungao.com
- Resume (PDF) · bonparungao.com

OPEN TO

Technical Support Engineer roles, remote or in the LA area.

Bonifer Parungao · available immediately