

Bonifer Parungao

Technical Support Engineer

Granada Hills, CA | bonparungao@gmail.com | [linkedin.com/in/bonparungao](https://www.linkedin.com/in/bonparungao) | Portfolio

SUMMARY

Support engineer with 8+ years of technical support, including 6+ years as the lead support engineer for a global B2B SaaS platform. Comfortable owning cases from first contact to fix: reproducing issues, reading logs, isolating defects, and giving Engineering clear repro steps. Quick to learn complex products and turn recurring problems into documentation and training.

SKILLS

Support & Troubleshooting: B2B SaaS production support, ticket triage, case ownership, prioritization, SLA performance, escalation management, remote support, mobile device support, customer education

Investigation: Log analysis, Event Viewer, issue reproduction, controlled testing, expected-vs-actual analysis, root-cause investigation, defect validation

Integrations & Data: Third-party SaaS integrations, workflow troubleshooting, JSON data, SQL (beginner, self-study)

Systems & Networking: Windows 7/10/11, macOS (basic), Linux fundamentals, command line, TCP/IP, DNS, DHCP, VPN troubleshooting

Tools: Zendesk, TeamViewer, AnyDesk, Zoom, Slack, Microsoft 365, SharePoint, Adobe Premiere Pro (tutorial videos)

Documentation: SOPs, knowledge-base articles, runbooks, troubleshooting guides, training materials and videos

Other: AutoHotkey, C/C++ exposure

EXPERIENCE

Founder | Baby Rascals

Aug 2025 - Present

- Launched and run an ecommerce store for new parents, doing nearly all of the work, including DSers/AliExpress sourcing.
- Wrote detailed requirements for a contract web developer, then reviewed and corrected the build until it matched the spec.
- Wrote all product descriptions, blog posts, FAQ, and on-site content; hired and directed creators to produce UGC video ads.

Technical Support Engineer | Spivi Inc. | Calabasas, CA

May 2019 - Nov 2025

- Supported about 1,600 customers across 60+ countries on a cloud-based B2B SaaS platform, handling 20-30 Zendesk cases a day plus remote sessions and calls.
- Trained and guided support teams in France and Brazil.
- Owned complex cases end to end, from intake and prioritization through investigation, resolution, and follow-up.
- Investigated application, configuration, integration, connectivity, hardware, audiovisual, and workflow issues with logs, Event Viewer, structured reproduction, controlled testing, driver updates, and registry edits.
- Separated expected product behavior from configuration problems, user education needs, and real defects; escalated confirmed bugs with repro steps, logs, and expected-vs-actual results.
- Troubleshoot integrations with Mindbody, Mariana Tek, Arketa, Momence, WellnessLiving, and BSport, and worked with Product and Engineering on recurring or high-impact incidents, workarounds, and fix validation.
- Wrote SOPs, knowledge-base articles, troubleshooting guides, customer instructions, and training videos that improved knowledge sharing and resolution consistency.
- Hosted three customer webinars a week, explaining technical concepts to users at every level of experience.

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; documented requests and coordinated complex Crestron and AMX issues.

Electronics Technician | Innovative Dimmers LLC | Van Nuys, CA

Jan 2018 - Dec 2018

- Configured, updated, and troubleshoot OEM electronics and DMX-based lighting-control equipment, running functional tests and isolating defects.

EARLIER EXPERIENCE

TechOps Specialist | Devoted Home Health Services Inc. | Chatsworth, CA | Primary internal IT support contact for staff

EDUCATION & CERTIFICATION

B.S., Electrical Engineering and Communications Technology, ITT Technical Institute, Sylmar, CA

Valedictorian, Associate and Bachelor's programs, 4.0 GPA | CompTIA A+ Certified