

# Denz Alovera

Product Support Engineer / Technical Support Specialist

Philippines +63 917 717 2702 denz.alovera@gmail.com denzalovera.github.com

---

## EXPERIENCE

**Telnyx** — Product Support Engineer Jan 2022 – Present  
Remote

- NOC-level support covering voice (SIP/VoIP), SMS/MMS (10DLC, A2P), Wireless/SIM, Fax, and REST API troubleshooting
- Deep-dive call diagnostics: CDR analysis, SIP traces, PCAP inspection (Wireshark), RTP/MOS analysis
- Investigates messaging delivery failures via MDR blobs, vendor escalations, OSR/NNID triage, ClickHouse queries
- Manages escalations to engineering, vendor carriers, and TelOps using structured Symptom → Root Cause → Impact framing
- Works with AI Assistant debugging — LLM voice call flows, STT/TTS pipeline tracing
- Toolset: Zendesk, Jira, OpsGenie, Graylog/Loki, Grafana, Postman, Wireshark, internal CDR/MDR APIs, ClickHouse, Metabase

**ePerformax Contact Centers and BPO** — Systems Engineer May 2018 – Jan 2022  
Roxas City

- Windows environment administration, Microsoft Active Directory
- Workstation and server deployment, technical support, networking

**ZenoRadio** — QA Engineer Dec 2016 – May 2018  
Remote

- Software QA using Agile methodology, Jira
- API testing and troubleshooting, Asterisk/VoIP QA
- Subject matter expert, support documentation

**Vista Health Solutions** — IT Specialist Jul 2015 – Jan 2016  
Iloilo City

- Linux systems administration, ViciDial/Asterisk VoIP setup
- Networking, workflow integration, hardware/software troubleshooting

**Karat World** — IT Staff Jul 2013 – Jul 2015  
Iloilo City

- Hardware/software support, WordPress, networking, graphic design

---

## EDUCATION

**Central Philippine University, Iloilo City** — BS Information Technology

---

## SKILLS

**Telephony & Networking** SIP, VoIP, RTP, SDP, T.38 Fax, DTMF, Asterisk, ViciDial, Wireshark/PCAP

**Messaging** SMS/MMS, 10DLC A2P, STIR/SHAKEN, MDR analysis, carrier escalations

**Wireless** SIM card provisioning, APN/PGW troubleshooting, IMSI management, Diameter protocol basics

**APIs & Tooling** REST API debugging, Postman, cURL, Zendesk, Jira, OpsGenie, Grafana, Graylog, ClickHouse, Metabase

**Systems** Linux, Windows Server, Active Directory, server/workstation deployment

**Development** Python scripting, shell scripting, Git, WordPress, basic AI/LLM pipeline familiarity

**Soft Skills** Technical writing, escalation management, vendor coordination, documentation

---

## LANGUAGES

English (Fluent) Tagalog (Native) Hiligaynon (Native)