



Jonnel M. Ladera

Experience

October 2019 – November 2021

Technical Support • Gigabit Wireless Broadband Tacloban

Work Responsibilities

- Identifies and handles customer inquiries, resolves customer concerns and maintains customer satisfaction, and provides assistance in handling customer's technical requirement.
- Analyze network data to determine network usage, disk space availability, or server function.
- Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.
- Configure wide area network (WAN) or local area network (LAN) routers or related equipment.

October 2019 – June 2020

Volunteer Instructor • Innovate ICT Systems Tacloban

Work Responsibilities

- Fostering and promote a learning culture. Ensuring healthy and safe learning environment. Maintaining and enhance professional practice. Developing and promoting appreciation for cost-benefits of technical training.

Education

- **AMA University and Colleges, Campitico Palo, Leyte (Undergraduate)**

Certification

- **Computer System Servicing NC2**



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