ERNIE JOSEPH
CLEDERA

DISPATCH MANAGER

ABOUT ME

Tech-savvy Virtual Assistant with Information Technology and Computer Engineering background and 4+ years of experience optimizing workflows, data management, and digital tools to deliver accurate, high-quality support. Strong communicator skilled in client relations, time management, and leveraging technology to boost productivity.

CONTACT

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✉ cledera.ernie@gmail.com

in ernie-cledera

🐙 github.com/jeffcleds

PORTFOLIO

🌐 cledera-ernie.is-a.dev

SOFTWARE

- Zendesk
- Adobe
- Excel
- Asana
- Trello
- Slack
- PowerShell
- HubSpot
- Unity
- NetBeans
- VS Code
- Android Studio
- XAMPP
- Github
- IDLE
- ServiceTitan
- Monday
- Google Suite
- Notion
- SAP
- Zapier
- Packet Tracer
- Microsoft 365
- VMWare

SKILLS

Soft Skills

- Work ethic
- Leadership
- Critical Thinking
- Decision-making
- Attention to Detail
- Conflict Resolution
- Customer Service
- Problem-solving
- Multitasking

Technical Skills

- Cisco Networking
- Cybersecurity
- IT Servicing
- Programming
- Windows Server
- Google Cloud
- Web Development
- Software Development
- Android Development

WORK EXPERIENCE

Dispatch Manager   2023 - Present
Mr. Rooter Plumbing of Ottawa

Coordinates schedules, assigns tasks, and monitors workflows to ensure timely service delivery. Communicates effectively between clients, teams, and management while maintaining accuracy in records.

Technical Service Representative   2019 - 2020
Quantrics Enterprises Inc.

Manage customers' account records, walkthrough their technical concerns in internet, satellite TV, and mobile phone services, provide support with billing concerns, and establish trust by providing excellent customer service and resolving telephone inquiries in a timely manner

Claims and Insurance Specialist   2018 - 2019
Concentrix

Manages insurance claims, verifies coverage, and ensures compliance with policies and regulations. Provides clients with accurate information, resolves inquiries, and maintains detailed records to support smooth processing.

Computer Engineering Intern   2016
Ateneo De Naga University

Completed a 3-month Engineering Internship at Ateneo De Naga University, providing hardware and technical support throughout the university and conducted network design and troubleshooting, install different types of operating systems and attended seminars regarding cybersecurity.

EDUCATION

STI College Naga   2022-2026
Bachelor of Science in Information Technology

Ateneo De Naga University   2014 - 2018
Bachelor of Science in Computer Engineering

AFFILIATIONS

Alpha Phi Omega
Beta Kappa Chapter   *Member*

Institute of Computer Engineers of the Philippines
Ateneo de Naga University   *Member*

CHARACTER REFERENCE

Raymond A. Iglesia   **Engr. Ryvin Alvin O. Mercado**
Academic Head   *Professor, College of Engineering*