

ERNIE JOSEPH CLEDERA

IT SPECIALIST



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
- ernie-cledera
- github.com/jeffcleds

PORTFOLIO

- cledera-ernie.is-a.dev

SOFTWARE

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

SKILLS

Soft Skills

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

Technical Skills

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

WORK EXPERIENCE

Senior Dispatcher

2023 - 2026

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

Academic Head
STI College Naga

Engr. Ryvin Alvin O. Mercado

Professor, College of Engineering
Ateneo de Naga University