

# 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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- ernie-cledera
- github.com/jeffcleds

## PORTFOLIO

- cledera-ernie.is-a.dev

## SOFTWARE

- Zendesk
- Adobe
- Excel
- Asana
- Trello
- Slack
- PowerShell
- HubSpot
- Unity
- NetBeans
- VSCode
- 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

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

## WORK EXPERIENCE

### Senior Dispatcher

Mr. Rooter Plumbing of Ottawa

2023 – 2026

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

### Claims and Insurance Specialist

Concentrix

2021 – 2022

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.

### Technical Service Representative

Quantrics Enterprises Inc.

2019 – 2020

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

### Computer Engineering Intern

Ateneo De Naga University

2016

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

Bachelor of Science in Information Technology

2022-2026

### Ateneo De Naga University

Bachelor of Science in Computer Engineering

2014 – 2018

## 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