

Ernie Joseph Cledera

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Tech-savvy Virtual Assistant with 3+ 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.

Skills

Soft Skills:

Customer service, Work ethic, Leadership, Decision-making, Attention to detail, Conflict resolution, Critical thinking, Problem-solving, Multitasking

Technical Skills:

Programming, IT skills, Software development, Graphic design, Database management, User experience (UX) design, Web development, HTML, CSS, JavaScript, Artificial intelligence, Cloud computing, Windows Server, Google Cloud Platform, AWS, SQL, MySQL, MongoDB, System administration, Network Design, Android Development, Cybersecurity, Hardware maintenance, Networking, Cisco, C++, C#, Java, Python

Software:

Zendesk, Adobe, Excel, Asana, Trello, Slack, PowerShell, HubSpot, Unity, NetBeans, Visual Studio Code, Android Studio, XAMPP

Work Experience

Mr. Rooter Plumbing

Virtual Assistant - Dispatcher

Ottawa, ON

04/2023 - Present

- Coordinates schedules, assigns tasks, and monitors workflows to ensure timely service delivery. Communicates effectively between clients, teams, and management while maintaining accuracy in records and prioritizing urgent requests with a consistent 90% booking rate.

Bell Canada

Technical Service Representative

Naga City, Philippines

03/2019 - 04/2020

- 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. Best in average hold time resolving inquiries within 140 seconds.

Concentrix

Customer Service Representative

Naga City, Philippines

03/2018 - 03/2019

- 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. resolving 95% of cases within first contact, improving satisfaction.

Ateneo De Naga University

Engineering Intern

Naga City Philippines

03/2016 - 06/2016

- 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

Naga City, Philippines

06/2026

Ateneo De Naga University

Bachelor of Engineering Technology Major in Computer Engineering Technology

Naga City, Philippines

06/2018