

# LIA ALMIDA CLEMENTE

## CONTACT

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🌐 [liaclemente22/webportfolio](https://liaclemente22.webportfolio)

## EDUCATION

AMA Online University

**May 2023 - Present**

- Bachelor's Degree in Psychology

Access Computer College

**Feb 2014 - Aug 2015**

- Bachelor's Degree in Information Technology

Mary the Queen College of Sci &Tech

**May 2011 - Aug 2013**

- Associate's Degree in Information Technology

ZUITT TECH PROGRAM

**December 2024 -**

**Present**

- Main Course Package (MERN)  
Full-stack Web Development

## LANGUAGES

- English
- Tagalog
- Spanish
- Mandarin

## CERTIFICATIONS

MICROSOFT

- Microsoft Azure Fundamentals

GOOGLE

- Technical Support Fundamentals

## SKILLS SUMMARY

Programming and Web Development

- Front End Web Development: HTML5, CSS3, Bootstrap, Wireframes and Mockups, Git and GitHub, Vercel
- Back End Development: JavaScript, Node.js, Express.js, MongoDB, Postman, REST API
- Full Stack Development: React.js, JS DOM Manipulation, API Integration with Fetch, SDLC and Trello

## WORK EXPERIENCE

### UPWORK

IT Assistant

Feb 4, 2025 – Present

- Assist in debugging spreadsheets, extracting and generating reports.
- Escalating reports for known system tool issues.
- Assisting with the Ecommerce operational processes to ensure all reports and product listings are up to date and monitoring and tracking some Ecommerce platforms and transactions such as Shopify orders, marketplace listings, Rithum, and so on.

### HEXAWARE TECHNOLOGIES

Bilingual IT Service Desk

Feb 2, 2024 – Jan 2025

- Provided first-level support for Windows and macOS systems, including diagnostics, troubleshooting, and issue resolution.
- Supported manufacturing tools, applications, and critical system monitoring.
- Installed, configured, optimized, and updated operating systems, applications and client tools.
- Resolved client issues remotely and proactively addressed problems with antivirus, encryption, and backup solutions.

### ACCENTURE INC.

Bilingual IT Service Desk

Nov 18, 2018 – Dec 2024

- Provided primary support for users, addressing concerns, technical issues, and requests.
- Resolved problems related to login, network, email, and applications, and escalated complex issues when necessary.
- Collaborated on improving project outcomes and offered guidance on technical infrastructure maintenance.

### SUTHERLAND GLOBAL SERVICES

Bilingual Tech Generalist

Feb 6, 2018 – Sept 2018

- Troubleshoot and resolved a wide range of technical issues, including network connectivity, PC hardware and software, login access, email, printers, iPads, and mobile devices.
- Addressed and restored store system issues, ensuring smooth operations and minimal disruption to daily activities.
- Managed concerns related to store network infrastructure and hardware peripherals, ensuring optimal performance.

## CERTIFICATIONS

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UCDavis by Coursera

- Management Writing
- Content Marketing
- Copywriting

Coursera

- Build a Full Website using WordPress

Coursera

- Increase SEO Traffic with WordPress

## OTHER SKILLS

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- Adaptability
- Problem Solving
- Collaborative
- Team Player
- Emotional Intelligence
- Building Relationships
- Content Writing

## INTERESTS

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- Taking Online Courses
- Books
- Meditation
- Journalling
- Music & Arts
- Outdoor activity and Biking
- Blogging/Writing

### MEGAWORLD INC

Property Consultant

Dec 5, 2016 – June 2017

- Promoted real estate projects and online marketing initiatives across Metro Manila, effectively increasing brand visibility and engagement.
- Actively participated in marketing events, including open houses and mini- house events, to showcase properties and engage with potential clients.
- Collaborated dynamic problem-solving skills to diagnose and identify the root cause of technical issues, delivering permanent solutions.

### ACQUIRE

Technical Support Rep

Nov 24, 2016 – Feb 2017

- Managed and resolved all technical-related concerns, ensuring efficient and effective support for users.
- Assisted users with the setup and troubleshooting of ADSL, Fiber, VOIP, Speedster, mobile, and broadband services, ensuring seamless connectivity.
- Utilized dynamic problem-solving skills to diagnose and identify the root cause of technical issues, delivering permanent solutions.

### CONVERGYS

Technical and Sales Rep

May 6, 2015 – Dec 2015

- Provided effective Level 1 technical support, promptly resolving all technical issues and ensuring customer satisfaction.
- Actively promoted and upsold the company's services and products, driving sales and enhancing customer experience.
- Delivered high-quality service with integrity, maintaining professionalism and ensuring positive outcomes on customer satisfaction surveys.

### TECHMAHINDRA Limited

Customer Service Rep

Nov 8, 2013– Jan 2015

- Managed a wide range of inquiries, including technical issues, general questions, service account modifications, billing concerns, account activation status, handset delivery, device repair inquiries, and handset blacklisting/whitelisting.
- Handled customer complaints and escalations with professionalism, striving to resolve concerns efficiently and maintain high levels of customer satisfaction.

## PROJECT EXPERIENCE

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### Life and Chances – Personal Blogsite

WordPress Developer | Designer | Blogger

[lifeandchances.com](http://lifeandchances.com)

Description:

- Developed, designed, and manage a personal blogsite using WordPress. Customized a responsive theme, optimized site performance, and implemented SEO strategies to grow organic traffic. Created and published original blog content on personal growth, lifestyle, and wellness, while integrating social media and newsletter features to engage with readers.