

JAMES LYOD A. DELA CERNA

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OBJECTIVE:

To help at least improve and maintain the good image of the company for the benefit of all concerned.

CORE COMPETENCIES

- Adaptability ○ Detail oriented ○ Communication ○ Time management
- Commitment to excellence

PERSONAL STRENGTHS

- Self-motivated and strong work ethics
- Focused
- Determined
- Active listening and communication
- Honest and hardworking

WORK EXPERIENCES:

Company: TaskUs – BPO Services & Digital Solutions Provider

Position: Teammate/Agent

Duration: September 22, 2022 – January 13, 2024

Job Description:

- Ride Sharing campaign | Tier 2 – Escalation Team
- Provide customer services for Uber users in the United Kingdom and Ireland via email or in-app support and outbound calls.

Company: Alkhorayef Petroleum Company

Position: Electrical Technician

Duration: February 9, 2014 – March 15, 2022

Job Description:

- Workshop Technician working in PDI (PRE-DEPARTURE INSPECTION)
– [Feb.
2014 – Sep 2014]

- Motor testing, physical/winding inspection, motor shaft setting, and measurements
- Motor pothead splicing of phases for HIPOT testing.
- Motor Seal oil refilling, valve gasket redressing, seal shaft setting, and measurements
- Intake Gas separator shaft setting and measurements, physical inspection.
- Pump testing, pump shaft setting, and measurements, physical inspection.
- Y-tool pressure testing, physical inspection, and measurements
- Blanking plug redressing
- Shroud inspection and measurements.
- Overhead crane operator
- Electrical Submersible Pump (ESP) rig crew – (October 2014 – Nov 2014)
- Assist in the assembly of equipment.
- Fixing cross-coupling during the installation of tubing
- Monitoring crew (SEK AREA) – (Nov 2014 – present)
- PTW (permit to work) a license holder.
- Daily taking electronic permit to work before work.
- Daily monitoring and reading of ESP (electrical submersible pump) and PCP (progressing cavity pump) parameters.
- Normal troubleshooting and start-up for tripped wells
- Knowledge of function test
- Preparation of surface equipment's wiring connection for commissioning
- Admin Assistant (Data Entry) - (Dec 2017 - March 2022)
- Entering data on our Daily Monitoring Report using Microsoft Excel
- Receiving and sending emails daily

Company: Triplex Tech Industrial Services

Position: Electrician

Duration: September 21, 2011 – October 2013 Job

description:

- Provide and install a power supply for every project area where it's needed by the welders to perform their job; whether it's a cutting or welding job
- Provide and install lighting for every confined space job.
- Repair and prepare welding handles and cables for all project area.

EDUCATIONAL BACKGROUND

**Mindanao State University – Iligan Institute of Technology
Electrical Engineering Technology major in Electrical Machinery**

San Miguel, Tibanga, Iligan City

Date: June 2005 – March 2010

Mindanao State University-Naawan Laboratory Science High School

Naawan Misamis Oriental

Date: June 2001 – March 2005

TRAINING AND SEMINARS ATTENDED

CERTIFICATE OF COMPLETION

Housekeeping NC II

TESDA-Chef Maritime Management Services and Assessment Center Corp.

July 01, 2022

CERTIFICATE OF COMPLETION

Providing Valet Services

TESDA- Tesda Online Program

June 27, 2022

CERTIFICATE OF COMPLETION

Providing Laundry Services to Guests

TESDA- Tesda Online Program

June 26, 2022

CERTIFICATE OF COMPLETION Providing

Guest Room Services

TESDA- Tesda Online Program

June 26, 2022

CERTIFICATE OF COMPLETION

Deal with Intoxicated Guests

TESDA- Tesda Online Program

June 25, 2022

CERTIFICATE OF COMPLETION Providing
Housekeeping Services
TESDA- Tesda Online Program
June 24, 2022

CERTIFICATE OF COMPLETION
Providing Public Area Services
TESDA- Tesda Online Program
June 07, 2022

CERTIFICATE OF COMPLETION
Practicing COVID-19 Preventive Measures in the Workplace
TESDA- Tesda Online Program
June 28, 2022

CERTIFICATE OF COMPLETION
Expert Amazon Virtual Assistant – Online Course
Extensive training for Online Arbitrage, Wholesale, Tactical Arbitrage,
Keyword Research, Listing Creation, Graphic designing, and Inventory
Management
AMEX VA
May 11 - 27, 2022

CERTIFICATE OF PARTICIPATION
Social Media Management (SMM) – Online Course
PRO VA
May 07, 2022

CERTIFICATE OF PARTICIPATION
General Virtual Assistant Training
PRO VA
April 30, 2022

CERTIFICATE OF COGNITIVE COMPETENCE, LEVEL I
Oil Basics, Electricity Basics, Electrical Submersible Pumps System Components,
Theory of Operation, Run in Hole Considerations, Well Head Sections & EFT
Overview
Alkhorayef Petroleum Company Training Office – Sabriya, Kuwait
June 30, 2019

CERTIFICATE OF COMPLETION
Electrical Appliance Repair
Regional Training Centre – Iligan TESDA
Dec 8, 2010 – Dec 14, 2010

CERTIFICATE OF COMPLETION Programmable
Logic Control
Regional Training Centre – Iligan TESDA
Dec 1, 2010 – Dec 7, 2010

CERTIFICATE OF COMPLETION
Industrial Electrician
Regional Training Centre – Iligan TESDA
Nov 16, 2010 – Nov 29, 2010

CERTIFICATE OF COMPLETION
Building Wiring Installation NC II
Regional Training Centre – Iligan TESDA
Sep 6, 2010 – Nov 15, 2010

PERSONAL INFORMATION

Nickname: Jim
Age: 35
Birthday: November 12, 1988
Civil Status: Single
Nationality: Filipino
Languages Spoken: Bisaya, Tagalog, English
Special Interests: Playing basketball, Music, Online games, Cooking and movies
Computer Skills: Microsoft Office (Word, Excel), E-mail in-app support, Canva, WordPress

CHARACTER REFERENCE

Dhamielyn A. Sarno, MIT

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Betsy E. Madrono

District Alternative Learning System (ALS) Coordinator

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Sharon Arsenal

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