

*312 Sandico St. Tondo, Manila, 1003
*Langkaan II, Dasmariñas, Cavite 4114
(+63) 9924874839
lecdeserolf04@gmail.com / edcelflores04@gmail.com

EDCEL FLORES

Detail-oriented IT specialist with over 5 years of experience in system administration, network troubleshooting, and software implementation. Skilled in diagnosing and resolving technical issues, implementing security measures, and providing technical support to end users. Seeking to utilize my expertise and problem-solving skills in a challenging IT role.

EXPERIENCE

TRT AUSTRALIA, Remote – EMAIL SUPPORT TEAM LEADER

AUG 2019 – PRESENT

- **Operations Management:** Led the email support team in managing end-to-end customer inquiries, ensuring timely responses for medication orders and doctor consultations.
- **Logistics Coordination:** Acted as the primary liaison between patients, doctors, and pharmacies to facilitate medication resupplies and prescription handling.
- **Triage & Compliance:** Filtered and relayed critical medical questions to doctors, ensuring strict adherence to medical protocols and patient confidentiality.
- **Process Improvement:** Streamlined communication workflows to ensure accurate handling of sensitive customer health data and reduced response times.

INVOICE OUTSOURCING AND CONSULTANCY SERVICES, Cavite – IT SPECIALIST

AUG 2018 – PRESENT

- Provides technical support for internal end users on a variety of hardware and software problems including operating system support, application support, system access problems network and database support.
- OS installation and restoration, Application installation and setup, Windows & Linux troubleshooting, firewalls and network equipment, Firewall rule and policy configuration, Switches setup and configuration, Access point setup and configurations, Windows server and Linux, and Monitoring of system for network and devices

- Communicate with associates via phone call, emails, or web chat to provide step-by-step solutions effective in resolving hardware or software problems.
- Familiarity with remote desktop applications and help desk software
- Troubleshoot software components to identify and resolve issues related to network malfunction.
- Involves training and onboarding individuals on how to use technology products and services.
- Replacing defective computer parts as required, Installing hardware parts and software updates
- Skill in organizing resources and establishing priorities
- Hands-on experience with Windows 7-10/Windows Server 2008-2012/Linux environments
- Reproduce and screen-record the process using test and/or live accounts
- Knowledge of or experience with SQL
- Good understanding of computer systems, mobile devices, and other tech product
- Good understanding of VoIP
- Strong knowledge about Data Security
- Strong knowledge about dialers such as {Vicidial, Mojocell, Five9, RingCentral, Nextiva, Nice CXOne, True Phone, Call Tools and Dialer360} Managing and create calling list
- Familiarity with backup and recovery software and methodologies

Upwork (Freelance), (.Remote) – FREELANCE DATA ANALYST, DATA ENTRY, DATA MINING, Web Scrape, DATABASE ADMIN (SQL) (On call)

AUG 2018 – PRESENT

- Create and manage database reports
- Create automation for repeating database tasks
- Install, upgrade, and manage database applications
- Recommend and implement emerging database technologies
- Develop processes for optimizing database security

Continually monitoring database systems **Freelance Upwork / onlinejobs.ph (.Remote) – Freelance SHOPIFY AND WORDPRESS WEB DEVELOPER / DESIGNER(On call)**

Aug 2018 – PRESENT

Shopify and Wordpress Website

- Developed and launched an online store on the Shopify platform for a shoes supply company at <https://lalolusports.com/>
- Designed and implemented an online store on the Shopify platform for a skincare company at <https://ultracosmeticcare.com/>
- Created and maintained a business website on the WordPress platform for an outsourcing company at <https://ivoiceoutsourcing.com/>

- Built and optimized a business website on the WordPress platform for a freelance company at <https://hirewiseva.com/>
- Developed a professional business website on the WordPress platform for Telemarketing companies at <https://stmsglobaltelemarketing.com/>
- Designed and launched a business website on the WordPress platform for a Software Development Solutions company at <https://kaitech.ph/>

Décor Innovations, Australia (•Remote) – Freelance SHOPIFY AND WORDPRESS WEB DEVELOPER / DESIGNER (On call)

May 2023 – Present

- Developed an online store on the Shopify platform for a pet supply company, <https://Charlies.pet>
- Built an e-commerce website on the Shopify platform for a bedding and pillow products company, <https://dreamaker.com.au>
- Created a blog website on the WordPress platform for a gourmet food company, <https://gourmetkitchen.com.au>
- Designed an online store on the Shopify platform for a home decoration company, <https://www.cadencenco.com>

PAGEMACHINES SEO, Remote – VA Wordpress & SEO SPECIALIST

Jun 2024 – May 2025

- Generates content using AI tools and follows provided guidelines to ensure high-quality, engaging articles.
- Proofreads and edits articles to maintain consistent tone, style, and accuracy.
- Sets up Thrive theme websites on WordPress, including layout configuration and design customization.
- Performs interlinking across domains with similar niches to improve SEO and site authority.
- Adds WooCommerce products, images, and associated data to maintain an up-to-date online store.
- Manages cPanel tasks such as installing WordPress, setting up SSL certificates, and configuring hosting environments.
- Creates and publishes new posts on WordPress, ensuring proper formatting and SEO best practices.
- Works on generating backlinks to enhance domain authority and site visibility.
- Connects DNS to Cloudflare for improved site security and performance.
- Manages a team of four members, assigning tasks, verifying updates, and addressing queries.
- Conducts SEO and performance optimizations, including keyword research and on-page elements like meta descriptions, URLs, and headings.
- Sets up and configures Rank Math for proper schema markup, sitemaps, and internal linking strategies.

- Optimizes site speed through caching, image compression, and mobile responsiveness adjustments.
- Performs QA testing for functionality and user experience.
- Provides post-launch support for any minor fixes, updates, or adjustments.

EDUCATION

CAVITE STATE UNIVERSITY – *Bachelor's of Science In Information Technology*

Silang Cavite

ACTMA (TESDA) – *Vocational Education Computer Hardware Servicing NC-II*

Dasmariñas Cavite

Technical Skills

- **Hosting Management:** cPanel/WHM, DNS (Cloudflare), SSL Configuration, Site Migration, VPS Administration.
- **Web Development:** Shopify (Liquid, Themes), WordPress (Bricks, Elementor), HTML, CSS, PHP.
- **Systems & Networking:** Windows Server, Linux, SQL, Firewalls, VoIP (Five9, Vicidial).
- **Tools:** HubSpot, Monday.com, Jobber, Zapier, Google Apps Script.