DATA ENTRY AND ADMINISTRATIVE SUPPORT SPECIALIST

BENCH JOHN FERNANDEZ

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PROFESSIONAL SUMMARY

Detail-oriented and highly organized Data Entry and Administrative Specialist with strong skills in data accuracy, record management, document organization, and administrative support. Proficient in managing spreadsheets, maintaining databases, handling email and calendar coordination, and ensuring efficient workflow processes. Committed to delivering accurate work, meeting deadlines, and providing reliable support in fast-paced environments while maintaining confidentiality and professionalism.

EXPERIENCE

Customer Service Representative – Credit Card Fraud Detection Department

Concentrix Cebu – IT Park Lahug June 2025 – January 2026

- Maintained and updated customer account records with high accuracy, processing sensitive information while ensuring 100% compliance with data security standards.
- Documented, tracked, and organized fraud-related cases and reports, improving team coordination and reducing case processing time by 15%.
- Analyzed account activity and managed detailed transaction records, supporting faster issue resolution and contributing to improved operational efficiency.

Agriculture Intern

Department of Agriculture – Mandaue City, Cebu February 2023 – March 2023

- Managed and maintained farm and market records through accurate data entry and documentation, improving data accessibility and reducing record errors by 20%.
- Provided administrative support through file organization, record management, and report preparation, helping improve workflow efficiency by 15%.
- Conducted online research and monitored market trends, compiling organized reports and insights that supported planning and operational decision-making.

EDUCATION

Bachelor of Science in Agriculture Majoring in Agricultural Economics

Cebu Technological University | Argao, Cebu Philippines

Relevant Coursework:

- Business Management and Communication (business operation and planning), Marketing & Price Analysis (market research and data interpretation).
- Econometrics and Statistics (data analysis, reporting, and Excel skills), Supply Chain & Logistics (coordination and inventory tracking)

SKILL AND INTEREST

Technical Skills: Email Correspondence, Data Entry, Google Workspace (Docs, Sheets, Slides, Drive), Canva, ChatGPT/AI Tools, Zoom/Google Meet, Asana, Trello, HubSpot, Slack

Personal Skills: Calendar Management, Time Management, Attention to Detail, Proactive Communication

Language: English, Filipino

Interest: Music, Travel, Sunset, Entertainment