



# Jun Gyver Banzuela

## Online Helper

Detail-Oriented Data Entry Specialist with 3 years of expertise in accurately inputting and verifying data. Proficient in various database management systems and Microsoft Excel. Meticulous in maintaining data accuracy and confidentiality. Strong organizational skills and ability to meet deadlines. Excellent communicator and team player, committed to streamlining data entry processes.

## Contact

### Phone

09668143741

### Email

jungyverbanzuela@gmail.com

### Address

Crestwood Heights Brgy. San Luis, Antipolo City

## Education

2014

**BS in Information Technology**  
STI Tanay

## Expertise

- Data Entry
- Data Organize
- Canva
- Problem Solving
- Detail-oriented
- Process Flows

## Language

English

Tagalog

## Experience

### 2020 - 2021

DataMatics

#### Technical Support Representative

- 1.) Receives and logs queries using some applications such as Zendesk, Live Person, and other Helpdesk-related applications.
- 2.) Deals with hardware and application support queries and issues reported to the support desk.
- 3.) Take ownership and responsibility of issues from start through to a successful resolution.
- 4.) Escalate issues and involve Tier 2 wherever required in order to resolve issues as quickly as possible.
- 5.) Develop a sound understanding of Helpdesk operations and related applications and systems as well as business-related processes and procedures.
- 6.) Develop technical knowledge of each system within the company profile and specialized knowledge of certain nominated applications.
- 7.) Maintain adequate knowledge of operating systems and application software used to provide a high level of support.

### 2017 - 2018

Red Ribbon

#### Data Entry Specialist

- 1.) Encoding of Rejects Reports.
- 2.) Encoding Rejects in the system.
- 3.) Communicating to the Team Leaders for their Reports.
- 4.) Preparing of Files needed for Production.
- 5.) Preparing of Request Supply.
- 6.) Preparing all Documents for the Project Presentation.
- 7.) Filling and Arrange the Documents according to category.

### 2014 - 2016

Tanay Water District

#### Engineering Staff

- 1.) Encoding of Project Reports.
- 2.) Checking of Materials and Pricing for the Project.
- 3.) Communicating to the Project Supervisor, BAC Department and Finance Department.
- 4.) Preparing Purchase Requests for the Project.
- 5.) Preparing of Request Issue Supply.
- 6.) Preparing of all Documents for the Project Presentation.