

CERWIN ROXAS

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PROFESSIONAL SUMMARY

Detail-oriented Computer Engineering graduate with proven experience in remote data entry, administrative support, and technical troubleshooting. Adept at managing client communications, streamlining operations, and leveraging automation tools. Seeking a Virtual Assistant position to provide exceptional operational support.

CORE COMPETENCIES

Administrative: Data Entry, Documentation, Email Management, Calendar Scheduling, File Organization

Technical: MS Office Suite (Excel, Word, PowerPoint), Data Management Systems, AI Tools, Adobe Illustrator/Photoshop

Soft Skills: Attention to Detail, Time Management, Communication, Remote Collaboration

WORK EXPERIENCE

Freelance Tech Support & Web Assistant | Nov 2023 - Present

Side Gigs / Peer-to-Peer | Remote / On-site

- Provided on-demand technical and administrative support to various small businesses and individual clients.
- Troubleshoot and resolved PC hardware/software issues to minimize client downtime.
- Developed functional static websites and localized inventory systems to streamline daily operations.
- Handled client correspondence via email and messaging platforms to manage project deliverables.

Data Entry Associate | May 2025 – Sept 2025

Precision Data Solution Corp. | Remote/Metro Manila

- Maintained 99%+ accuracy rate in data entry tasks, processing large volumes of information daily.
- Collaborated remotely with cross-functional teams to ensure data integrity and consistency.
- Organized and maintained digital files and records for easy retrieval and reference.

IT Staff Intern | Jan 2024 – Mar 2024

Torres Technology Center Corp. | Laguna

- Assisted with administrative tasks including documentation and record-keeping.
- Supported team coordination and communication efforts across departments.
- Developed organizational systems for improved workflow efficiency.

RELEVANT PROJECTS

Activepieces Workflow Automation – AI-Powered Customer Support Ticket Automation

- Built an AI-driven workflow that classifies customer inquiries, generates tickets, and stores structured data in Google Sheets.
- Integrated Netlify Functions, webhooks, and Discord for automated processing and real-time notifications.

n8n Workflow Automation – SMM Automation for Daily YT Contents

- Created automated workflows for YouTube channel daily uploads with AI tools for SEO optimization.

TTECH Inventory System

- Developed an inventory management system and created user manuals to improve audit efficiency and system adoption.

EDUCATION

BS Computer Engineering | 2020 – 2024

Tanauan City College

CERTIFICATIONS

BOSH Safety Officer 1 (2024)