

JANE B. TAPAYAN

VIRTUAL ASSISTANT | CONTENT MODERATION | ADMINISTRATIVE SUPPORT

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PROFESSIONAL SUMMARY

Detail-oriented and tech-savvy professional with 3 years of experience in content moderation, including Subject Matter Expert (SME) responsibilities, and a Bachelor of Science in Computer Science. Experienced in spreadsheet and Excel file management, data entry, email coordination, process updates, high-volume tasks, and confidential information handling. Seeking Virtual Assistant, Administrative Support, Data Entry, or related remote roles where I can apply strong organization, accuracy, and attention to detail.

CORE SKILLS

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| • Data Entry & Spreadsheet Management | • Microsoft Excel & Microsoft Office |
| • Google Workspace (Docs, Sheets, Drive, Gmail) | • Email & File Organization |
| • Online Research & Information Handling | • Content Moderation & Policy Compliance |
| • Administrative Support & Task Tracking | • Organization, Accuracy & Attention to Detail |
| • Confidentiality & Professionalism | • Time Management & Multitasking |

WORK EXPERIENCE

Content Moderator / Subject Matter Expert (SME) | Concentrix BGC | 2022–2025

- Reviewed and evaluated high volumes of digital content according to established platform policies, quality standards, and required procedures.
- Supported team operations as an SME by helping with process-related questions, updates, and guideline alignment while maintaining accuracy and confidentiality.
- Managed and updated spreadsheets and Excel files used for tracking, organizing, and handling work-related information.
- Coordinated through email regarding agent meeting schedules and shared new process updates or discussion points with the team.
- Maintained productivity and quality expectations in a fast-paced, detail-oriented environment while handling multiple priorities.

Cashier / Service Crew | McDonald's | 2018–2020

- Provided customer service, processed transactions accurately, and handled multiple tasks during busy shifts.
- Coordinated with team members while maintaining organized and efficient service.

Encoder | Special Program Employment for Students (SPES) | 2018

- Performed encoding and basic data-entry tasks while maintaining organized records and accuracy.

Factory Worker | Palm Decorations | 2017

- Completed assigned production tasks while following workplace procedures and meeting daily requirements.

EDUCATION

Bachelor of Science in Computer Science | 2018–2023

Taguig City University

ADDITIONAL INFORMATION

Location: Western Bicutan, Taguig City, Philippines

Availability: Open to Virtual Assistant, Administrative Support, Content Moderation, and related remote roles