



Alpy Carlos B. Bullo

📍 Downsvew, Nivel Hills, Busay, Cebu City

✉ alpybullo@googlemail.com 📞 09611441337 📅 26/12/1996

🇵🇭 Filipino

📁 Professional Experience

Customer Service Representative

Multitude Global Services Corp

We specialize in providing comprehensive assistance to our customers, including credit card bill settlement, application status updates, banking application navigation, inter-bank transfers, bank statement issuance, and prompt responses to inquiries.

03/2023 – present
4F, The Arellano
Square 9-2N Escario,
Tojong Street, Cebu
City

Customer Experience Analyst

Sitel Philippines

We specialized in assisting customers with setting up devices such as Google Home Speakers, Google Wifi devices, and Chromecast devices in their homes. Our support extends to guiding them through navigating the Google Home App, linking third-party devices in their smart home setup, and escalating emerging issues.

03/2020 – 03/2023
Synergis IT Center, F.
Cabahug St, Cebu
City, 6000

Transitioning from a Technical Support Representative to a Customer Experience Analyst role, my focus shifted to gathering and understanding customer satisfaction data. In this position, I conducted surveys to gather feedback from clients, analyzed the collected data, and prepared comprehensive reports for the company's management team.

Billing Specialist

iPloy Staffing Solutions Inc.

We specialized in assisting patients with bill payments for medical equipment and ensuring their insurance information is up to date, providing comprehensive support throughout their healthcare journey.

10/2018 – 02/2020
9th Floor, Ayala
Center Cebu Tower,
Cebu City, Cebu

Payroll Specialist

Convergys

We specialized in helping small business owners navigate their Intuit Online Payroll accounts, ensuring they can easily pay their employees, file taxes, and get support for any technical questions they have.

08/2016 – 05/2017
6th Floor, i1
Building, Asiatown IT
Park, Barangay
Apas, Cebu City

Telemarketer

Techno Touch Call Center Inc.

As telemarketers, we specialized in making cold calls to customers, offering them the opportunity to upgrade their security systems.

12/2015 – 06/2016
Toledo City,
Philippines

Education

Bachelor of Science in Marketing Management

Cebu Institute of Technology University

2013 – 2015

N. Bacalso
Avenue, Cebu City,
6000 Cebu

High School

Consolatrix College of Toledo City

2009 – 2012

Magsaysay Hills,
Toledo, City Cebu

References

El Nino Arididon, *QA Supervisor*, Sitel Group
+63 995 994 2709

Regan Monera Juarez, *Team Lead*,
iPloy Staffing Solutions
09936711737

Skills

45 WPS Typist • Can Multitask • Can be
cross trained • Can manage task well and
perform with minimal supervision •
Interpersonal Skills • Time management