Hulsey C. Espacio

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AI and digital operations

Professional Summary

Content operations professional who moderated content and categorized data for a Meta client program at Accenture, following project guidelines to support AI classification. Also experienced in digital customer support and KPI-driven operations.

Core Skills

Content moderation, data categorization and labeling, guideline adherence, KPI attainment, remote collaboration

Professional Experience

Customer Service Associate

Accenture Inc. | June 2016 – October 2026

- Meta: Remotely moderated content and categorized data under project guidelines to help AI systems identify and classify information.
- Earned multiple team-level recognitions for meeting assigned KPIs and maintaining quality standards across client programs.
- Coinbase: Provided remote email and chat support after transferring to the account in February 2022, serving for approximately one year.
- Delivered customer support across three international client programs, moving between voice and non-voice operations.
- Virgin Media UK: Resolved billing and account inquiries by phone, explained account information, and helped customers with service concerns.

Listener Care Representative

Results Manila Inc. | SiriusXM | April 2015 – April 2016

- Assisted subscribers with account and payment inquiries, basic device troubleshooting, and service options.
- Documented customer interactions and supported subscriber retention through responsive service.

Customer Service Representative, Level 3

IBEX Global Inc. | AT&T | January 2014 – February 2015

- Resolved telecommunications billing and connectivity concerns and handled inbound service and sales inquiries.
- Supported television, cable, and voice-over-IP service requests.

Customer Service and Sales Representative

ePerformax Contact Centers & BPO | eBay | September 2012 – January 2014

- Helped international eBay members with account inquiries and issue resolution under client policies.

Early Career and Entrepreneurial Experience

Proprietor / General Manager | Regional Foods Marketing | November 1999 – September 2012

Marketing Manager | MF Sandoval Trading | April 1995 – October 1999

Account Manager | Mead Johnson (Philippines), Inc. | December 1992 – March 1995

Bookkeeper | Bank of the Philippine Islands | February – August 1992

Medical Sales Representative | Meditron Inc. | August 1991 – February 1992

Education

Bachelor of Science in Business Administration, Major in Management

Philippine School of Business Administration | 1991