Hulsey C. Espacio

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General employment

Professional Summary

Customer service and content operations professional with 13+ years of BPO experience, including over 10 years at Accenture. Experience spans telecommunications billing, multichannel customer support, and remote content moderation and AI data categorization.

Core Skills

Multichannel customer support, account inquiries, issue resolution, content moderation, KPI attainment

Professional Experience

Customer Service Associate

Accenture Inc. | June 2016 – October 2026

- 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.
- Coinbase: Provided remote email and chat support after transferring to the account in February 2022, serving for approximately one year.
- 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.

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