Buen Roed Z Bulado

Negros Oriental, PH

ADMINISTRATIVE & CUSTOMER SUPPORT SPECIALIST

Motivated and results-driven professional with experience in customer service and client support. Skilled in communication, problem-solving, and building positive customer relationships. Seeking an opportunity to contribute to a growing organization while delivering excellent service and supporting team goals.

KEY COMPETENCIES

-Customer Support
-Technical Analyst
-Problem Solver
-Exceptional organisational skills
-Report writing and presenting
-Strong interpersonal skills
-Proactive and self-motivated

SOFTWARE & TOOLS

- Productivity Suites
- Operating Systems
- Remote Support Tools
- Cloud Platforms
- CRM & Helpdesk Systems
- Project Management Tools
- Communication & Collaboration
- Marketing & Content Tools
- Forms & Automation

PROFESSIONAL EXPERIENCE

Freelancing

Septermber 2025 - May 2026

- I completed virtual assistant training through the **Doneverse** program, gaining foundational skills in communication, task management, and client support with hands-on remote work experience.

UniversalTech Inc.
Technical Support Representative (Remote)

September 2023 - August 2025

- Managed inbound and outbound calls. Provided technical support for tracking devices by troubleshooting issues, assisting clients with location inquiries, guiding setup, and escalating complex problems as needed.

Accenture Inc.
IT Operations / SW / APP / Cloud Tech Support Associate (Hybrid)

May 2021 - April 2023

- Provided phone, chat, and email support to global users; Provided technical support for software, applications, and cloud systems, troubleshooting issues, collaborating with teams on complex problems, and assisting with system monitoring and maintenance.

ResultsCX Mactan
Technical Support Representative (Remote)

January 2021 - April 2021

- Provided telco technical support by troubleshooting network, device, and service issues, assisting customers with setup and usage, and escalating complex problems as needed. customers with setup and usage, and escalating complex problems as needed.

Concentrix Mactan
Customer Service Representative (On-site)

September 2018 - January 2021

- I handled customer concerns such as order tracking, returns, refunds, account issues, and product inquiries through phone, chat, and email. I left because the project ended.

EDUCATION

- **Bachelor of Science Major in**
  Hotel and Restaurant Management
  University of Cebu - Banilad
  graduated 2010-2014