

# Bryan George Tayo

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## Summary

Driven professional with extensive experience in customer service and problem-solving. Adept at managing complex escalations and delivering effective resolutions. Highly skilled in multitasking and time management, with strong organizational abilities. Ready to leverage expertise as a Customer Support Specialist. Committed to enhancing team success through innovative solutions and exceptional service.

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## Experience

### Alorica Clark

Back Office Medical Assistant, Clark Pamgpanga City

07/2022 - 09/2023

Back office Escalation for Apple product under UPS account

### Telus Int'l Phil

Retention Specialist, Market Market Mall BGC Taguig City

04/2019 - 04/2022

Sales representative and Retention Specialist for Telus Pure Fibre Optic account including their Home Security Service, Also handle ADT Home Security as Retention Specialist

### Intelenet Global Services

Technical Support, Mackinley West BGC Taguig City

04/2018 - 04/2019

Technical Support, Escalation Management Support and Back office Escalation Support for Australian Telco account name Belong.

### ibex Global

Customer Service Representative, Mandaluyong

12/2017 - 03/2018

Billing Customer service for ATNT Uverse Blue handling Internet TV Cable and Homephone Services

### Sitel Philippines

Customer Service Representative, Ortigas, Manila

06/2017 - 12/2017

Customer support for Xfinity account handling Internet TV Cable and Homephone Services

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## Skills

Customer service, Time management, Food service, Computer literacy, Restaurant experience, Communication skills, Microsoft excel, Leadership, Microsoft word, English, Retention, Computer Skills, Social Media Management, Time Management

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## Education

**Bachelor of Science in Information Technology**

Nueva Vizcaya State University, Bayombong Nueva Vizcaya  
07/2028  
Currently taking BSIT

## **Bachelor of Science in Business Administration**

PLTCI, Bayombong Nueva Vizcaya  
03/2013  
Undergraduate of BSBA Major in Marketing Management

## **Bachelor of Science in Information Technology**

Saint Mary's University, Bayombong Nueva Vizcaya  
03/2011  
Undergraduate of BSIT

## **Vocational**

Vizcaya Institute of Computer Science, Bayombong Nueva Vizcaya  
03/2010  
Studied Consumer Electronics, Cellphone Repair

## **Secondary Education**

Nueva Vizcaya General Comprehensive Highschool, Bayombong Nueva Vizcaya  
03/2008

## **Elementary**

Bayombong Central School, Bayombong Nueva Vizcaya  
03/2002

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## **Personal Reference**

### **Steve Matthew Segui**

Customer Service Representative at Concentrix Philippines

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### **Ludwig Borrromeo**

Security Specialist at KMC Solution Philippines

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