



Kevin John Tulod

BS Information Technology

Aspiring and enthusiastic student with a strong interest in programming and software development. Eager to learn and expand my skills in various programming languages, frameworks, and technologies. Proven ability to tackle coding challenges and work on personal projects, showcasing dedication and determination to excel in the field. Actively seeking opportunities to contribute to real-world projects and gain hands-on experience. Committed to becoming a proficient and successful programmer and data analyst.

Contact

Phone

09395480070

Email

kevinjohntulod017@gmail.com

Address

Blk 4 Lot 7 Fidel St. TS Cruz
Subdivision Novaliches, Quezon City

Education

2021-Present

Polytechnic University of the Philippines

Bachelor of Science in Information Technology

Consistent President's Lister
Accumulated GPA: 1.20

Skills

- UI/UX
- Visual Design
- User Flows
- Process Flow
- Leadership
- Data Analysis

Programming Language

PHP	<div></div>
HTML/CSS	<div></div>
Python	<div></div>
MySQL	<div></div>
Java	<div></div>

Experience

2021-2022

Teletech

Technical Support

As a Technical Support professional, I possess a proven track record of providing exemplary assistance and solutions to customers facing technical issues. My expertise lies in troubleshooting hardware and software problems, offering remote assistance, and resolving complex technical challenges promptly and efficiently. I excel in communicating technical information in a clear and user-friendly manner, enabling customers to understand and implement solutions effectively.

2020-2021

Concentrix

Customer Service Representative

In this role, I am responsible for communicating with customers through various channels, such as phone calls, emails, and live chats. I actively listen to their needs, understand their concerns, and provide them with accurate and timely information about our products, services, and company policies. My goal is to ensure that customers have a positive experience and feel valued throughout their interaction with us. Handling customer complaints is a crucial part of my responsibilities. I approach these situations with empathy and patience, seeking to understand the root cause of the issue and find a satisfactory resolution. My strong problem-solving skills come into play here as I work diligently to resolve their concerns to their utmost satisfaction.

Trainings & Workshop

- PUP TPG - Introduction to Data Science with R Programming
- PUP CCIS- Introduction to R programming
- PUP TPG - Python Webinar