

KATRINA CAPULI

FIBRE PRICING ANALYST-
TEAM LEADER

Education

BS Electronics and Communications
Engineering

2001 – 2006

Pamantasan ng Lungsod ng Maynila

(PLM)

Skills

Leadership

Time Management

High Attention to Detail

Critical Thinking

Excellent Communication

Skills

Software Proficiency

Microsoft Office (Word,
Excel, PowerPoint, Visio)

Design via Google Earth

MapInfo

Contact

 53 Dapdap Street Ceris 1 LEDC
Subd Canlubang Calamba Laguna

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 Katrina.Capuli.26@gmail.com

Work Experience

**Team Leader - Fibre Pricing Analyst (Fibre
Network Design and Estimation)**

TPG Telecom April 2021 – Present

- Leads and manages a team of OSP Fibre Build Estimators.
- Developed fibre costing model for budget estimation
- Provides training, coaching, and mentoring for staff development.
- Ensures that the team meets all required deliverables daily.
- Responsible in looking after staff behavior, performance, and welfare.
- Works with upper management on process generation and improvements.
- Handles escalations and staff concerns.
- Generate various management reports.

**Fibre Pricing Analyst (Fibre Network Design
and Estimation)**

TPG Telecom (February 2013 – April 2021)

- Provides Fibre build cost estimates for off-net sites across Australia.
- Developed fibre costing model for budget estimation.
- Provides pre-sales support to Sales team with high level fibre build design and estimates.
- Involved in design and planning to deliver optic fibre solutions to customer sites and hubs.
- Supported Project Management teams on budget, logical design and duct studies.
- Contributed on infrastructure planning, large customer projects, Fibre to the Mobile and FTTB projects.
- Created process and workflow documentation
- Performs staff training and management reporting
- Executes post-project cost analysis.



Trainings Attended

Fibre Network Design and Estimating
PIPE Networks Pty Ltd- TPG Telecom
Sydney, Australia

February 2013 – May 2013

October 2019 – December 2019

**Character References are
available upon request.**

Planned Outages Coordinator

TPG Telecom (August 2012 - February 2013)

- Notify customers of services being impacted by planned and emergency outages.
- Informs customers of network upgrades in the area and how it will affect their service/s.
- Liaise with Fibre Operations and contractors regarding the outage details.

Finance Officer

TPG Telecom (August 2009 – August 2012)

- Monitors Corporate Accounts' billing.
- Follows SOP of debt collection from first checking to legal.
- Performs follow-up on credit card rejection, expiration and direct debit rejection.
- Handles dealers' commission reinstatement.
- Handles billing complaints and queries.
- Creates daily and monthly reports.

Customer Service Representative

TPG Telecom (July 2008 – August 2009)

- Provides real time support in resolving customer's internet and mobile account and billing related concern.

Technical Support Representative

Etelecare Global Solutions (November 2006 - July 2008)

- Provides real time support to US consumers in resolving Internet connectivity problems.