

AMELYN GUERRA-RIVERA

6817 ADALLA ST., GUADALUPE VIEJO, MAKATI CITY, PHILIPPINES

+639989701694 / +6323505971

Email: amelynrivera@yahoo.com



OBJECTIVE

To obtain a more challenging role that will enable me to use my skills and experience that will help the company to meet its main goal.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

BATANGAS STATE UNIVERSITY, BATANGAS CITY, 2002 – 2006

WORK EXPERIENCE

THE MERCANTILE INSURANCE CO., INC., INTRAMUROS MANILA

CLAIMS PAYMENT TEAM LEAD

March 2020 to present

- Oversee the overall operation of Claims Payment Unit
- Check the request for payment. Ensure that the taxes applied, payee name, etc. are correct
- Reconcile Statement of Accounts (SOA) of various dealerships/motorshops

CLAIMS SPECIALIST – MAKATI BRANCH

July 2019 to February 2020

- Review claim documents submitted by the assured, agents, etc. Check if the loss is in accordance with the policy coverage and condition. Determine if the claim is compensable or not
- Evaluate the claim. Assess the claim by applying the discount by CASA. Canvass the parts and compute the labor and materials based on a per panel cost if the unit is not a brand new and/or was brought to a motorshop
- Prepares Letter of Authority and/or Cash Settlement Offer
- Negotiate settlement with the client and/or agent
- Prepares claim check requisition
- Prepares branch claims replenishment

CHARTER PING AN INSURANCE CORPORATION / AXA PHILIPPINES, MAKATI CITY**CLAIMS RECOVERY TEAM LEAD**

December 2016 to June 2019

- Oversee the overall operation of Claims Recovery Unit
- Check evaluated amount being recovered as against the damage caused by AXA/Charter Ping An client
Recommend settlement packages within the scope of authority, settling recovery claims in the most cost effective manner
- Effectively manages loss costs and recovery claim expenses
- Analyzes recovery claims activities; prepares and presents reports to management
- Works with attorneys, account representatives, agents and insured's regarding the handling and/or disposition of subrogation/recovery claims
- Present recommendations on the disposal of salvage assets and on the disposition of subrogation/recovery claims

MOTOR CAR CLAIMS SUPERVISOR (MOTOR CLAIMS REPLENISHMENT)

June 2015 to November 2016

- In charge in processing motor claims replenishment of 21 branches
- Check, evaluate and validate motor claims processed by branches. Make sure that the settlement is in accordance with the company policies and procedures.
- Communicate with branches should there be any irregularities seen in a claim.
- Attend to the request of branches in re-opening claim in the system.

MOTOR CAR CLAIMS ASSISTANT (CLAIMS PAYMENT)

February 2008 to May 2015

- In charge in processing and releasing claims payment such as Toyota dealers, Independent Adjusters, suppliers, total loss and carnap claims.
- Prepare monthly report on Losses Paid
- Monitor disposal of salvage vehicles
- Monitor claims with Excess of Loss (XOL) Recovery
- Prepare Preliminary and Final Loss Advice to XOL, AutoFac and Facultative reinsurers
- Prepare Motor Claims Information System Report (PIRA)
- Prepare Monthly Report on Total Losses Vehicle – Restorable and Subrogation to Insurance Commission

MOTOR CAR CLAIMS CLERK (NEW CLAIM)

June 2006 to January 2008

- Receive new or additional claim documents from walk-in claimants, agents or thru emails
- Do initial evaluation of submitted claim documents
- In charge in processing new claim, ie. Recording it in the system, checking of documents if complete, check if claim is within the policy coverage, check if premium is paid etc.
- Answer queries of claimants either thru telephone or walk-in
- Monitor and prepares weekly report on major and total loss or carnap losses

PHILIPPINE NATIONAL BANK – BATANGAS BRANCH, BATANGAS CITY (Internship)**NEW ACCOUNTS**

May to October 2005

- Answer customer's questions and explain available services such savings and checking accounts
- Assist clients in opening or closing accounts
- Do the inventory of ATMs, passbooks and other supplies
- Answers personal or telephone account inquiries

TRAININGS AND SEMINARS ATTENDED

Basic Non-Life Insurance	March - April 2008	IIAP, Makati
Advance course on Motor Insurance	May 2011	IIAP, Makati
Insurance Claims (2 nd Place)	Sept - Oct 2013	IIAP, Makati
Basic Reinsurance Accounting	June 2014	IIAP, Makati
Basic Non-Life Reinsurance Course (3rd Place)	March 2015	IIAP, Makati
Loss Adjustment 301 - Decision & Negotiation Claims Technician Course in partnership with AICLA (Australasian Institute of Chartered Loss Adjusters) Passer	September 2016	IIAP, Makati
Fraud Management	April 2017	AXA Philippines, Bangkok, Thailand
Advanced Excel Training	April 2017	NTT Data, Makati
Intermediate Excel Training	April 2017	NTT Data, Makati
Executed motor online bidding Subject Matter Expert (SME) of Smart Claims System		
Capsulized Auto Repair Series – Auto Body Collision Damage and Repair Evaluation	September 2019	Toyota Motor Philippines School of Technology

PERSONAL BACKGROUND

BIRTHDATE : October 27, 1985
PLACE OF BIRTH : Ibaan, Batangas
AGE : 35
GENDER : Female
HEIGHT : 5'
WEIGHT : 132 lbs
RELIGION : Catholic
CITIZENSHIP : Filipino
CIVIL STATUS : Married
LANGUAGES : English and Tagalog
SKILLS : Can work in a fast-paced environment; Knowledgeable in end to end process of motor claims. Proficient in 2016 Version of Outlook and Microsoft Office (Word, Excel, Powerpoint, Visio and Publisher)

REFERENCES

Available upon request