

JUVYMER S. DE GRANO

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With over 13 years' experience involving leading the team in formulation of strategies and tactics in resolving decisive situations while efficiently handling administrative tasks. Eager to contribute to the team success through hard work, dedication and bold decision making.

Skills

- People Management Skills.
- Strong analytical thinking and decision making while under pressure.
- Excellent interpersonal, customer service and communication skills
- Efficient business writing (Contract agreement and Quit claim, agendas, memos, reports, email communications).
- Highly skilled in negotiation, mediation and litigation and coordination
- Excellent time management and organizational skills.
- Competent administrative skills such as, but not limited to report writing, processing requests, arranging meetings, and maintaining files.
- Adept in using Microsoft Office (Outlook, SAP/CRM system, Cloud Fleet Manager system, Word, Excel, PowerPoint).

Work History

2020-04 to Present **Senior Claims Specialist/ Senior Crew Welfare Specialist**

Döhle Seafront Crewing (Manila), Inc. - Makati City, Metro Manila

- Lead the Claims Team in the formulation of strategies in handling seafarers' claims.
- Provide update and recommendation to the vessel owners/ Principal based on the nature of incident and the relevant documents.
- Closely monitor and ensure the accomplishment of Claims Team's strategies and objectives within the set timetable.
- Assists the sick repatriated seafarers upon their arrival at the airport up to the time their necessary medical treatment is completed.
- Communicate with the family of the seafarer regarding the repatriation of sick crewmember.
- Regularly reviews medical cases and its costs and closely coordinates with relevant parties.
- Attends and monitors medical cases that turned into legal cases.

- Ensure that all on signer crews are enrolled with the health insurance benefit (HMO).
- Facilitate orientation and lecture of the On Signers/ Crews for deployment.
- Prepares the necessary request for payments, endorsements of seafarers' sick wages, reimbursements, medical billings, and health card billings.
- Prepares the necessary monthly reports to be submitted to the Head of Crew Welfare and to the President of the company.
- Efficiently performs various administrative duties such as but not limited to preparing list of repatriated seafarers and their status for POEA (Philippines Overseas Employment Administration) reporting, the documents requested by seafarers and the monthly Key Performance Indicator (KPI) and maintaining the files/ records.

2019- 03 to 2020-03 **Claims Specialist**

Aqueous Support Services, Inc.- Makati City, Metro Manila

- Independently handles P&I claims such as collision, environmental issues, cargo claims, and crew claims, and other cases related to vessel's operation from the time of appointment until its settlement. Furthermore, I handle claims within the scope of Hull and Machinery.
- Provide recommendation to the Managing Director in ensuring professional development of staffs through training, coaching, regular feedback and/or job enhancement.
- Monitors people in compliance with established processes and standards concerning claims handling.
- Analyses information and pertinent documents gathered during investigation to verify the Assured's liabilities and Genuity of a claim.
- Recommend handling strategies/ approach for cases/ claims.
- Participate in the negotiation of settlement and handle litigation together with the lawyer to serve as an arbiter in mediating settlement policies.
- Caters in fieldwork functions such as accompany the surveyor in investigating/ site visit, attending court/ labor hearings and meeting the claimants in an application for compensation.
- Reviews and approves consultant's fees such as surveyors and lawyers.
- Flexibility in performing administrative functions such as, but not limited to drafting memos and business letters, preparing invoices and timesheets, endorsement of reimbursements and liquidation, photocopying, fax, and filing.

2013-03 to 2019-03 **Claims Handler**

Asia Pacific P&I Correspondents, Inc.- Makati City, Metro Manila, Philippines

- Assists the Unit Manager in ensuring expansion of business by maintaining good relationship with P&I Clubs and Providers, brokers, Members/Assureds by handling every assignment/claim/ case effectively and efficiently.
- Promptly respond to queries received from P&I providers, Assured, brokers and agents or referred by the other staff/other units.
- Provide guidance to the Assured and P&I Provider by presenting recommendations on how to proceed in every claim.
- Maintains an up-to-date record on existing and potential clients.
- Efficiently assures conclusion of claims through proper signing of documentations.
- Performs other duties and administrative work as necessary in meeting objectives/mission of the Unit and/or as assigned by superiors.

2012-06 to 2013-02 **Customer Service Representative**

Eastwest Banking Corporation- Makati City, Metro Manila, Philippines

- Respond to clients' requests for products, services, and company information.
- Evaluate account and service histories to identify trends, using data to mitigate issues.
- Liaise with management and concerned Unit to better understand customer needs and recommend appropriate solutions.
- Maintains customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns.

2010-02 to 2012-05 **Sales Account Executive**

Chinatrust Commercial Bank Philippines- Fort Bonifacio Global Taguig, Metro Manila, Philippines

- Responsible for the sales promotion of personal loan to prospective clients by calls using Customer Relationship Management (CRM) system.
- Help clients to attain their preferences.
- Earn the trust and confidence of the client and establish rapport by providing updates on their application.
- Validate clients' submitted proof of identification and income statement.
- Exert best effort to achieve monthly and annual sales target.
- Close the sale effectively and efficiently.

2009-01 to 2010-01 **Secretary**

RMA Trading- Pasig City, Metro Manila, Philippines

- Orchestrate in scheduling and maintaining diaries, meetings and business trips.
- Drafting memos, business letters and marketing copy to support business objectives and growth.
- Respond to emails, inquiries, and other business correspondence.
- Review daily bank deposits and deposit reports.
- Handle telephone calls from clients and various callers seeking information.
- Assures the renewal of the company's permits and licenses.
- Record and process expenses/ reimbursements and maintain accounting records.
- Bookkeeping as such taking note and keeping a record of company's receivables and payables.

2008-06 to 2008-12 **Office Assistant**

Yara Fertilizers Philippines, Inc.- Makati City, Metro Manila, Philippines

- Provides clerical support to internal staff and management by efficiently handling wide range of administrative routine.
- Support customer needs by organizing and retrieving files to enhance daily operations.
- Promptly respond to requests for information from various individuals.
- Assists and monitors the delivery of the products.
- Diligently list down and purchase office supplies.
- Assures all documentations are appropriately and neatly filed.

Education

2004- 2008

Rizal Technological University

Bachelor of Science in Business Administration

Boni Avenue, Mandaluyong City, Metro Manila

Language

	Write	Speak	Read
English	4.5/5	4.5/5	5/5
Tagalog	5/5	5/5	5/5