

GEORGE A. DIVINO

Block 15 Lot 8 Camella Homes Brgy Can-asujan
Carcar City, Cebu, Philippines 6019

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EDUCATION

AMA Computer College

Zamboanga City

Bachelor of Science in Electronics and Communications Engineering, 2007

WORK EXPERIENCES & ACCOMPLISHMENTS

Team Supervisor

FCPS - Claims

JP Morgan Chase & Co.

Asiatown, I.T. Park, Lahug, Cebu City, 6000

Jan 22, 2015 – present

- Coaching for Results Certified, JPMC – 2019
- Project Lead (CE&I AHT Outlier Management), JPMC – 2017 – 2018
- Zenith Awardee, Fraud, Claims and Disputes, JPMC – 2016
- Connect Us Champion, Fraud, Claims and Disputes, JPMC – 2016

Others:

- LMOS Head POC for Division Audie led by TL Kim Sison, FCPS Claims – 2019 to 2020
- Subject Matter Expert for UCC skill, FCPS Claims – 2017 to present
- POC for redlining/proofreading job aids with FCPS Claims Division Leaders Audie Dejos, Vince Uy and Ron Carmona, including Claims Team Leaders – 2018 to present
- Scrubbed and facilitated Direct and EO (Executive Office) Complaints for the Enterprise Listening Sessions, FCPS Claims – 2018 – 2019
- AHT Outlier Management POC, Division Pre, FCPS Claims, 2018
- Owned Project Efficiency for CE&I, 2017 - 2018
- Mentor-on-Demand, FCPS Claims, 2016 – 2017
- Back-up POC for UCC skill, FCPS Claims, 2016
- Team POC (QA, Connect Us, ADH), FCPS Claims, 2015 - 2016

Amazon.com

Convergys Philippines Services Corporation

Asiatown, I.T. Park, Lahug, Cebu City, 6000

July 2011 – September 2014

- Moved to Retail and progressed to Subject Matter Expert from 2011 – 2012; Mentor (acting Team Lead) 2012 – 2013; Team Lead Trainee 2013 – 2014
- Top Subject Matter Expert, Convergys Philippines Services Corporation – 2012
- Top Team Leader, Convergys Philippines Services Corporation – 2013 & 2014

Time Warner Cable
Convergys Philippines Services Corporation
Asiatown, I.T. Park, Lahug, Cebu City, 6000

September 2008 – July 2011

- Hired September 2008 as a Technical Support Representative and became a regular employee by April, 2009
- Achieved scorecard requirements (e.g. AHT, AR, AV)
- Good call handling skills; one of the top specialist's to hit site's AHT goal
- Good call quality performance: Always above metrics
- No attendance and/or behavioral issues
- High-potential specialist and was later enrolled in the Team Leader Development Program

Jollibee Foods Corp.
Zamboanga City, Zamboanga del Sur 7000

March 2005; November 2005

- Worked as Service Crew while studying in College

SEMINARS/TRAININGS

- Certificate of Completion, ELP (Escalations Leadership Program), JPMC - 2020
- Certificate of Completion, Development Center Coach Workshop, JPMC – 2019
- Certificate of Completion, Claims Escalations & Investigations Training, JPMC - 2017
- Certificate of Completion, Team Leader Development Program, CVG – 2011

PERSONAL INFORMATION

Place of Birth	:	Zamboanga City
Date of Birth	:	February 08, 1985
Age	:	36 years old
Citizenship	:	Filipino
Civil Status	:	Single

QUALIFICATION(S)

- Highly self-motivated and goal-oriented professional committed to working in fast-paced environments demanding top-notch organizational, technical, and interpersonal skills
- Has strong work ethics and willingness to work hard to achieve employer's objectives
- Knowledgeable with Microsoft Office applications and has sufficient typing skills
- Proficient in both oral and written English language