



JOSIL B DOMINGUEZ

A highly motivated Operations Management graduate from the Rizal Technological University looking for a reputable organization where my skills will be fully utilized.

PROFILE

Back-office Support over 6 years of experience providing administrative support to 100+ offshore and onshore staff members. I possess strong multitasking skills, with the ability to simultaneously manage several projects and schedules. Excellent public-facing point person for clients, customers, vendors, and service providers. Tech savvy and efficiency focused.

CONTACTS

Email address:

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Social Media:

LinkedIn:

[linkedin.com/in/josil-dominguez-0412](https://www.linkedin.com/in/josil-dominguez-0412)

Glassdoor:

<https://www.glassdoor.com/member/profile/index.htm>

Facebook:

<https://www.facebook.com/josil.dominguez>

Mobile No.: +639178752243

Present Address:

8163-D Sgt. Fabian Yabut Circle, Guadalupe Nuevo Makati City, National Capital Region (NCR) 1212 Philippines

Permanent Address:

Sitio Bukid, Calapacuan, Subic, Zambales 2209 Philippines

EXPERIENCES

Loan Documentation Processor • April 18, 2022 – Present

Wells Fargo Enterprise Global

Bldg. D 1180 Wells Fargo Dr., Taguig City 1630

Support in performing a variety of loan documentation duties on moderately complex loans to ensure compliance with the company's policies and procedures for loan products. Perform loan documentation for moderately complex loans. Process and close for loan products. Interpret Loan Documentation policies while analyzing applicant, property, and documentation, ordering all required verifications, documentation, and subsequent follow-ups. Receive direction from Loan Documentation supervisor and escalate non-routine questions. Manage an assigned pipeline of loans and provide guidance and training to other Loan Documentation individuals. Interact with immediate Loan Documentation team and functional area on routine process.

Claim Support Officer (EFT Creator) • October 15, 2019 – April 8, 2022

QBE GSSC LTD – (2015-2022)

Three/Neo Bldg. 30th St. cor. 3rd Ave., Bonifacio Global City, Taguig City 1634

Perform processing and review of departmental tasks within Electronic Funds Transfer (EFT). Review and sign customer documentation. Perform review of an associate's work requiring dual control. Demonstrates ability to process data accurately while performing multiple tasks under tight time constraints. Work on assigned projects related to electronic fund transfer services. Other duties as assigned.

Admin Officer • December 18, 2017 – October 14, 2019

Receives, records, and processes all incoming emails for non-life insurance businesses. Interprets basic policy coverage and determines if coverage applies to claims submitted. Set reserves and authorize payment within the scope of authority. Settles claims in the most cost-effective manner. Identifies suspicious or potentially fraudulent claims. Identifies and resolves any issues and anomalies that are non-compliant regarding policy procedures.

Claims Officer • June 1, 2015 – December 17, 2017

Utilized various methods to reconcile account discrepancies. Researched discrepancies and updated accounts with accurate information. Tracked inventory and maintained accounts. Resolved reconciliation discrepancies in a timely manner. Reported all issues to supervisor as needed.

Technical Support Representative (TIER 1) • Feb 2013 – May 2014

StarTek Phil., Inc.

Silver City 3 Frontera Verde Brgy. Ugong, Pasig City

Answering telephone calls and checking mail, fax, and email correspondence from customers. Communicating with customers on the phone or through written correspondence to resolve issues and alleviate concerns. Operating a computer utilizing online guidelines to respond to customer inquiries. Informing customers about services available and assessing customer needs. Resolving issues on the first call or contact whenever possible without transferring the customer.

Photo Agent • Nov 2012 – Feb 2013

SL Temp Inc.

Polaris St. Bel-Air Makati City

Oversee the indexing of all online dating site scans made in the archive. Develop systems to traffic both film and scans in a timely, efficient manner through selection, scanning, indexing, and digital delivery. Create image collections that are tailored to the needs of both internal and external clients. Response to time-sensitive requests from clients for image research. I established photo best practices for the team and was responsible for the visual social media created by the desk. Adhere to image copywrite laws, usage, and license agreements. Maintain digital asset management system. Research and curation of photography for guidebooks, slideshows, articles,

EDUCATION

Bachelor of Science in Business Administration major in Operations Management 2018-2022

Rizal Technological University
Boni Ave., Mandaluyong City

Associate in Information Technology 2000-2002

Network Computer and Business College
Olongapo City

Cookery Step NCII - Oct. 10, 2022 - Ongoing

MIHCA - Magsaysay Center for Hospitality and Culinary Arts, Inc. - TESDA
GF Pioneer Woodlands Tower 1
ESDA corner Pioneer St., Mandaluyong City 1554
Philippines

AWARD & RECOGNATION

Dean Lister/Academic Achiever

1st Semester	SY: 2019	1 st Year
2nd Semester	SY: 2019	2 nd Year
1st Semester	SY: 2020	3 rd Year
2nd Semester	SY: 2021	3 rd Year
2nd Semester	SY: 2022	4 th Year

REFERENCES

Jannifer Cinco Abella

former Colleague at QBE GSSC Philippines
Corporate Marketing Manager - Accenture
Paranaque City
Contact No.: **09178557209**
Email Address: jennifer.j.cabella@accenture.com

Ronald Mediana

Associate Manager - Wells Fargo Enterprise Global
former Manager at QBE GSSC Philippines
Wells Fargo Colleague
Mandaluyong City
Contact No.: **09208043892**
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Reninio D. Goza

Intrapreneur & Network Support – Data Corp.
Friend
Olongapo City
Contact No.: **09388794628**
Email address: reninigoza@yahoo.com

apps, and eBooks. Maintained multiple destination galleries that were heavily promoted across the service, garnering millions of page views.

Document Specialist • Jan 2011 – Jun 2011

EGSI Consultancy (RR Donnelley) N Bldg. Shaw Blvd., Mandaluyong City

Validated the work of case setup and research staff for quality assurance purposes. I was trained and became certified in all processes that required middle-and end-stage validation. Learned how to locate the necessary data processing information through the company's main internet system. Served as a process owner and oversaw the implementation of any changes to the process. Actively participated in updating work instructions and other vital documents. Learned and complied with security policies to ensure proper distribution and protection of sensitive data. Proofreading pre-typed.

Account Executives • May 2009 – Jun 2010

Armada Resources Marketing Solutions (SkyCable) Santolan, Pasig City

Duties include winning back lines from the competition. Duties include cold calling, door knocking, and prospecting customers. Target customers were small-to mid-market accounts. Products won back include voice, broadband, and cable. Responsible for pricing, contract preparation, and implementation of services acquired. New sales strategy, which resulted in within the Metro Manila South Region (Makati, Manila, Pasig, Taguig, Pasay, Parañaque, and Las Piñas). Responsible for the sale of integrated communication structures to small-to-medium-sized business customers. Develop relationships with individual businesses and the community.

Manager • Jan 2008 – Oct 2008

Utility Solutions Inc. (Maynilad Water)

Cavite Branch • Batangas City

Maynilad Water's Cavite branch's technical and administrative operations for meter reading were managed. Assume overall responsibility and management of the branch's performance in attaining growth and profitability. Relocate the office and personnel with minimal disruption (or impact) to the business. defined requirements for CRM data input and reporting. We hired, on-boarded, and trained new employees, increasing our team size. Manage the branch's daily operations within the context of the budgeted guidelines and objectives. Endorsement rental contracts, payment and invoices, collection of payments, and dispute resolution.

HR Clerk • Jul 2006 – Dec 2006

CIBI Information Inc

BDO Tower, CBD, Paseo De Roxas Ave., Makati City 1200

Maintain file records for the Human Resources Department by providing clerical assistance. Processes employment applications and gathers and distributes information. Updating personnel records through file maintenance, assists in sourcing applicants by scheduling them for job interviews. It also helps in the data gathering of alumni databases from different colleges and universities in Metro Manila for recruitment purposes. Coordinates with school representatives to gather alumni databases through telephone calls and does fieldwork to personally get alumni lists.

Production Operator / QA • Jun 2002 – Jul 2005

Subic Bay Apparel Corp.

Naval Magazine, Subic Bay Freeport Zone, SBMA - Olongapo City 2200

Prepare and process all raw materials for each season, ensuring everything is recorded and correct before the start of production. Working through any additional or late additions Develop and maintain relationships with various departments to ensure that products are of high quality and delivered on time. Ensure the highest accuracy in job creation to ensure no waste of materials. Maintain efficiency and accuracy in a highly fast-paced environment while keeping cooperation and communication open with fellow employees and supervisors, train and develop the role of production assistant and support prioritization of workload as required.

KEY SKILLS AND CHARACTERISTICS

Strong interpersonal & communication skills ▪ Ability to collaboratively as part of a team
▪ Problem Solving ▪ Leaderships ▪ Meticulous attention to detail ▪ Excellent
Organization skills ▪ Poised under pressure ▪ Teaching ▪ Goal Oriented

TRAINING & CERTIFICATIONS

Foundation in AML and KYC - November 21, 2022
KYC Lookup via Freeamlcourses.com

Lean Six Sigma White Belt - August 28, 2022
Certification No.: cert_m229s4b1
Six Sigma PH

Reimagining Inventory Management Before and During Pandemic - April 2022
RTU Beyond Borders: Perspectives on Global Development - March 2022
Rizal Technological University
Mandaluyong City, Philippines

CyberSecurity Fundamentals: Advance Persistent Threats - May 2022
Trend Micro

Professional Housekeeping Training Level 1 - January 8, 2006
GP Personality Enhancement Center
Subic Bay Arts Center (SUBAC), Subic Bay Freeport Zone
Olongapo City 2200, Philippines