



MARIFE MEDIA

SKILLS

- Leadership Skills
- Analytical Skills
- Project Management Tools
- Strong Interpersonal Skills
- Excellent Communication Skills
- Basic Graphic Design

EDUCATION

SECONDARY SCHOOL

San Isidro Parish School
2001

GRAPHIC DESIGN - SHORT COURSE

Informatics Technology
2008

MANDARIN - LANGUAGE COURSE

TESDA - FTI MAIN
2015

CAREER OVERVIEW

I am a qualified Sales Development Team Leader with three years of experience and a Customer Service Representative with more than five years of experience handling insurance accounts. I am confident that the knowledge and expertise I gained will be particularly useful for your project.

RELEVANT EXPERIENCE

SALES DEVELOPMENT TEAM LEADER

Coverwallet - Insurance Brokerage 2019 - Present

- Oversees the work of my team, ensuring that all members of the team are working effectively & efficiently. Conduct performance reviews, deliver coaching & feedback to the team.
- Facilitate meetings with Supervisors & Onshore Managers to discuss performance issues & provide feedback on progress.
- Involve in hiring, scheduling, training sessions to help employees learn the process, & identify opportunities for cost savings by reducing unnecessary expenses or increasing efficiency in operations.
- Provide motivational support to team members to maintain high morale & productivity.

CUSTOMER SERVICE REPRESENTATIVE (CLAIMS DEPT)

Crawford and Company 2018 - 2019

- After hours claims process (Trucking Department)
- Assisting clients and adjusters with claims filed through different insurance carriers.

ADDITIONAL EXPERIENCE

- ISSI INC. - Associate Customer Support (Life Insurance), 2017 - 2018
- 24/7 Inc. - Customer Service Representative (Online Shopping Account), 2016 - 2017
- Sitel Phils. - Customer Service Representative (Auto and Home Insurance), 2014 - 2015