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| |  | | --- | | Work Merits  Team Leader of the Month/Team Excellence Awardee  (02/2017)  Certificate of Excellence  (02/2014)  3x Silver Star Prestige Award  (07/2013 12/2013 06/2014)  Rising Star Prestige Award  (06/2013)  Best in Quality Award  (12/2012)  Best Employee  (09/2009)  Languages  Tagalog  (Native)  English  (Business Level) | | |  | | --- | | Aileen  [Aileen.368533@2freemail.com](mailto:Aileen.368533@2freemail.com)  Team Leader |  |  | | --- | | Summary | | I have been in Insurance Application Processing/Business Process Outsourcing industry (Life, Retirement and Property Insurance) since March 2007. Started as a Property Searcher for the property Insurance application processing and Policy Issue.  I was given the chance to lead a team after 2 years. As a team leader, I've been exposed to different reports making/filing/data collection and interpretation, communication with upper management and handling people of different values and types. Now as the Team's Process Trainer, I’m responsible in training the new staff as well cross training tenured.  I have learned a lot and those experiences made me responsible as I am now. I am willing to undergo the needed training to learn any new processes. The skills and knowledge I have gained for the past years on the industry made me a strong candidate for any job role. I am a hardworking employee, can work under pressure and adaptable to new environment. |  |  | | --- | | Work Experience | | Team Leader 02/2016 – Present  AIG Shared Services (Philippines)  ▪ Manage processes assigned to the team based on established performance standards  ▪ Manage staff assignment based on business needs/capacity  ▪ Maintain continuous improvement program for team performance  ▪ Coach team members on proper handling of transactions  ▪ Work closely with training and reporting managers  ▪ Develop team members to take on additional responsibilities  ▪ Measure employee performance (Productivity; Efficiency; Quality; Utilization; Attendance; etc.)  ▪ Minimize cost incurred thru overtime management and performance management  ▪ Manage activities geared towards building a strong and cohesive team  ▪ Contribute to company-wide initiatives and projects  Aileen  **Team Leader**  Associate Process Trainer 06/2012 – 01/2016  AIG Shared Services (Philippines)  ▪ Responsible for attending to the training requirements of specific Operations and US Shared Services  ▪ Provide leadership support to the training manager and team and post class support/coaching to trainees/staffs  ▪ Lead design initiatives, facilitation and evaluation of process training courses as well as the upkeep maintenance of materials  ▪ Participate in management of strategic and critical migration projects  ▪ Other tasks include tracking and reporting on the effectiveness of training, based on trainee performance B  Medical Coder 07/2011 – 06/2012  DRC, Data Research Corporation (Philippines)  ▪ Attention to many details in order to translate records precisely and accurately  ▪ Prepare and review patient statements with strict confidentiality  ▪ Translate patient information and turn it into alphanumeric medical codes  ▪ Master coding systems, such as Level 1&2 HCPCS  ▪ Maintain coding database |   Team Leader Data Analyst/Encoder 03/2007 – 07/2011  DRC, Data Research Corporation (Philippines)  ▪ Develop strategies for the team to reach their goals and provide guidance for project completion  ▪ Provide necessary training for team members  ▪ Listen to team members' feedback  ▪ Monitor team members' participation to ensure provided training is being used, and detect any additional training necessary  ▪ Manage the flow of day-to-day operations  ▪ Create reports about team's progress |

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| |  | | --- | | Academic Merits  Outstanding in Field of Specialization  (04/2006)  1st Place in 2006 Business Week Regional Search for Best Business Plan  (02/2006)  Class Salutatorian – Both Primary and Secondary Education  (04/2001 04/1997)  Relocation  Willing to Relocate | | |  | | --- | | Aileen  Team Leader |  |  | | --- | |  | |  |  |  | | --- | | Education | | Bachelor of Science in Agribusiness 06/2001 – 04/2006  Camarines Sur State Agricultural College (Philippines)  ▪ Marketing  ▪ Entrepreneurship  ▪ Accounting  ▪ Business Administration  High School Graduate 06/1997 – 04/2001  Andres Clemente Jr. High School (Philippines)  ▪ Compete in both local and regional academic competitions  ▪ Been elected as a President / Vice President / Secretary /  Treasurer of various academic and nonacademic school  Organizations |  |  | | --- | | Skills | | ▪ Able to communicate clearly and perform public speeches  ▪ Ability to establish relationships with team members consisting of internal employees and customer representatives  ▪ Demonstrated ability to manage and lead a team  ▪ Compiling, keeping and updating data or records  ▪ Evaluating performances, programs and processes  ▪ Self-motivated and strongly committed to staff development  ▪ Goal-oriented and results driven, proactive and innovative  ▪ Excellence in customer service and support  ▪ Experienced in Insurance industry and Business Process Outsourcing  ▪ Hard working individual and Team Leader  ▪ Strong computer skills in Microsoft Word, Outlook, Excel and Power point presentation; Internet savvy  ▪ Skilled staff/process trainer/team player and leader | |