

NICOLE CRUZ

Metro Manila, Philippines

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PROFILE

Facilitator and trainer with a diversified background over the past 10 years. Recognized for creating stimulating and interactive learning environments, encouraging participation and individual contributions, and providing effective, clear, and concise information in formats that promote high retention levels. Computer skills include Windows XP, 7 & 8, Microsoft Word, Excel, Access, and Visual Basic.

EXPERIENCE

MANILA FARM INSURANCE, Manila, Philippines 2007 to Present

Senior Claims Representative

- Assisted in training new representatives involved in negotiating property damage for automobile claims and minor bodily injury or lost wage cases, and determining costs to repair automobile and settle claims. Interviewed and took depositions for fraud investigations.
- Utilized Spanish language skills to negotiate some claims.
- Consistently achieved high ratings for exceeding expectations during formal evaluations.

MANILA CENTRAL SCHOOL DISTRICT, Manila, Philippines 2006 to 2007

Substitute Teacher

- Managed classrooms, followed lesson plans, and provided instruction relative to English, Math, History, and Science at the Junior High School Level. Maintained interest and provided an interactive atmosphere. Called consistently due to established positive reputation.

JUAN'S BBQ, Manila, Philippines 2004 to 2006

Assistant Manager

Trained and supervised up to 15 employees.

MANILA BURRITO, Manila, Philippines 2002 to 2004

Assistant Manager

- Served as a trainer and wrote company training manual to standardize daily operations for a new restaurant chain. Initiated systems to maintain cleanliness. Designed and implemented a cash control system that insured accountability.

EDUCATION

MANILA UNIVERSITY, Manila, Philippines 2006

B.A., Management

- Paid 100% of college tuition and expenses.
- Provided formal leadership training to underclassmen through the Corps of Cadets.
- Elected junior and senior year to the Honor Board with responsibility for holding peer reviews and honor violation courts.