

Jhoaleen Aponte Rodríguez

OBJECTIVE

To obtain an entry-level position according to my skills and abilities to provide value added to the teamwork, aligns to the company strategic objectives.

EDUCATION

2003- November University Of Phoenix Guaynabo PR
Master Degree in Business Administration – MBA
Human Resources & Global Management

2001-May University Of Puerto Rico Mayaguez PR
Bachelor Degree in Arts- BA

PROFESSIONAL EXPERIENCE

2011 – July 2021 Cooperativa de Seguros Múltiples de Puerto Rico
Operation Supervisor – Mayaguez Branch

- Customers Service
- Claims support
- Cross selling / up selling of multiple products and service
- Human Resources attendance
- Pay Roll and Licenses
- Supplies

2004-2011 RG Premier Bank / Scotiabank
Account Executive – Branch Administrator

- Group leader
- Financial products sales
- Inversion Manage
- Commercial & Personal Credit / Loans Analyst

SEMINARS

- Comisionado de Seguros de PR – Independent Adjuster Licence - Lic # 100103478 / Automobile
- The Society of Certified Insurance Service Representative for “Commercial Property” – CISR Validation
- The Society of Certified Insurance Service Representative for “Personal Lines – Miscellaneous” – CISR Validation
- “The National Alliance for Insurance Education & Research number 1176541 since 2013
- MITCHELL Certification / Automotive Repair Information System
- “La Magia detrás de la magia es que no hay magia...son procesos”

PROFESSIONAL SKILLS

- Computer Literacy
- Field and Office work
- Team work and goal oriented
- Bilingual – Spanish / English
- Ability to work under stress
- Knowledge in Labor Area
- Work with multiple functions
- Customer Sales / Service Oriented

REFERENCE

Available upon request