



**Bryan Y. Rubio**  
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09154623752

**Objective:**

To be able to apply for a position where I can showcase my skills and qualifications.

**Achievements in School:**

-Supreme Student Council President during the School Year 2013-2014 at Bukidnon State University- Gingoog City External Studies Center  
  
-Represented Bukidnon State University during the Mindanao Associations of State Colleges and Universities Foundation 2012

**Personal Information**

**Name:** Bryan Y. Rubio  
**Birth Date:** October 23, 1993  
**Birth Place:** Sinacaban, Misamis Occidental  
**Age:** 25 years old  
**Phone Number:** 09269417552  
**Email Address:** [bryan.rubio1993@gmail.com](mailto:bryan.rubio1993@gmail.com)  
**Address:** Lahug, Cebu City

**Educational Background**

**Tertiary:** Bachelor of Elementary Education  
Bukidnon State University  
Gingoog City  
2010-2014  
  
**Secondary:** Gingoog City Comprehensive National High School  
Gingoog City  
2006-2010  
  
**Elementary:** Don Restituto Baol Central School  
Gingoog City  
2000-2006

**Work Experience**

- **Specialist II for Customer Claims and Disputes** at JP Morgan & Chase Co. (June 2016-December 2017)

**Rule:**

- File Claims for Non-fraud and Fraudulent transactions in the customer's bank account.
- Detect Fraudsters who gain access to customers account.
- Decide if customer's claim and disputes are valid or not.

**Achievements:**

- Recognized for the 100% Branch Banker Surveys.
- Received nominations for Five Keys for Owning the customers concern from start to finish.

## **Referencaes:**

**Estephen Elnar**  
Unit Manager- JP  
Morgan Chase and  
Co.  
09295857054

**Desire Loreto**  
Team Leader-  
Convergys  
Philippines Corp.  
09955877085

**Missy Evanoso**  
Specialist 2- JP  
Morgan Chase and  
Co.  
09182744573

**Ann Mariel N.**  
**Ocampo**  
Government  
Employee  
09356817582

## **Activities Joined:**

- Active in Goodworks for community service
- Active member of the JPMC Sports Club
- Active member of the JPMC Football Club

- **Program Ready Trainer at Convergys (March 2015- June 2016)**

### **Rule:**

- Coordinate with the Human Resource and assist in the hiring of the applicants.
- Validate the applicants if they fit for the job.
- Facilitate in the learning process of the new-hires.
- Monitor the growth of the trainees.
- Manage the trainees before they are endorsed to the production.
- Give proper sanctions to the misbehavior of the trainees.
- Provides feedbacks and coaching to trainees with regard to their strength and opportunities.
- Monitor the attendance and behavior of the trainees during the training.
- Certify trainees if they pass the training or not.

### **Achievements:**

- Awarded as the Top Seller for several months.
- Awarded for the 100% VOC
- Awarded for Best in Attendance

## **Qualifications**

- Excellent oral and written communication skill
- Good in problem solving
- Computer literate
- Can easily adjust to any type of working environment
- Can work under any pressure