

JENNIFER ROSE GUINA

Muntinlupa, Philippines | 0933-590-5545 | jguina1983@gmail.com

PROFESSIONAL SUMMARY

Organized and results-oriented professional with over 15 years of experience in operations coordination, workflow monitoring, and cross-team communication. Skilled in scheduling, resource alignment, issue resolution, and maintaining compliance with operational standards—key capabilities for effective dispatch coordination. Proven ability to streamline processes, track activities in real time, and ensure timely service delivery. Strong problem-solving and time management skills with a focus on efficiency and stakeholder satisfaction.

CORE SKILLS

- Dispatch & Operations Coordination
- Scheduling & Resource Planning
- Real-Time Monitoring & Tracking
- Issue Resolution & Escalation
- Workflow Optimization
- Compliance & Quality Control
- Record Keeping & Reporting
- Cross-Team Communication
- Time Management & Prioritization
- Analytical & Critical Thinking
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SOFTWARE & TOOLS

- Proficient in Microsoft Office Suite (Excel, Word, Outlook)
- Experience with CRM and operational tracking systems
- Skilled in data logging, documentation, and reporting tools
- Familiar with workflow management and communication platforms

PROFESSIONAL EXPERIENCE

QA Coach | HelloConnect, Taguig | *Mar 2021 – May 2022*

- Monitored daily workflows and service activities to ensure adherence to standards, timelines, and compliance—similar to tracking dispatch operations.
- Coordinated between teams to resolve operational issues, reduce delays, and implement process improvements.
- Analyzed performance data and generated reports to support better resource planning and decision-making.
- Facilitated clear communication to align teams and maintain smooth end-to-end service delivery.

Senior Quality Coordinator | Capital One, Muntinlupa | *Aug 2017 – Aug 2020*

- Oversaw operational activities, ensured policy compliance, and maintained service level agreements.
- Acted as central liaison between departments to resolve escalations, minimize disruptions, and ensure seamless workflow.
- Maintained accurate logs, incident records, and reports for tracking, audits, and process review.
- Identified bottlenecks and recommended optimized processes to boost speed and accuracy.

Senior Operations Representative | Capital One, Muntinlupa | *Oct 2013 – Aug 2017*

- Managed high-volume tasks, prioritized assignments, and ensured timely completion—directly transferable to scheduling and dispatch management.
- Monitored ongoing operations, identified risks or delays, and took proactive action to resolve issues.
- Coordinated with internal and external stakeholders to deliver accurate information and meet service commitments.
- Documented all activities systematically for tracking and performance reporting.

Customer Service Professional | HSBC, Muntinlupa | *Apr 2010 – Sep 2013*

- Coordinated with support teams to resolve inquiries and ensure timely follow-through on requests.

- Handled multiple priorities, communicated status updates, and managed expectations effectively.
- Maintained detailed records and ensured clear communication to avoid service gaps.

Customer Care Professional | JPMorgan Chase, Makati | *Apr 2009 – Oct 2010*

- Served as liaison between customers and operations, coordinating requests and ensuring proper routing and resolution.
- Tracked progress of tasks, reported delays, and provided feedback to improve operational efficiency.

Customer Service Representative | Convergys, Muntinlupa | *Aug 2007 – Apr 2009*

- Responded promptly to requests, coordinated solutions, and ensured accurate and timely delivery of service.
- Managed daily workload, documented all interactions, and supported operational tracking needs.

EDUCATION

Bachelor of Science in Tourism

Polytechnic University of the Philippines – Sta. Mesa, Manila | *April 2004*