




VINCE URIEL VILLANUEVA

Contact

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Address

Al Satwa, Dubai, United Arab
Emirates

Education

Bachelor of Arts in Journalism

Cavite State Univerity
2018-2022

Humanities & Social Sciences

Emilio Aguinaldo College
2016-2018

Skills

- Negotiation Skills
- Problem-Solving
- Risk Managment
- Knowledge of Fraud Patterns
- Fraud Detection & Prevention
- Analytical Skills

Language

- English
- Filipino

Professional Experience

2023

Associate Fraud & Claims

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2025

Operations Representative

Wells Fargo

Wells Fargo Drive, 1180, McKinley Hill Dr, Taguig City

- Oversee multiple claim types, take appropriate action to decision the case using multiple systems and applications, and may contact third parties for research, as needed;
- Conduct research and provide updates on status of new and existing claims; and
- Support and capture all pertinent information from customers about their claims

2021

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2023

Customer Experience Agent

Alorica Teleservices Inc.

2310 Chino Roces Ave, Makati City

- Support customers and seek ways to improve inquiries or issues from customers with empathy regarding financial products and services through a variety of channels such as phone, text, chat, video chat and other lines of communication in a fast-paced, high-volume environment;
- Interact with team on basic information, plus internal or external customers; and
- Perform routine tasks such as answering inquiries, resolving problems and providing a best-in-class customer experience while adhering to work guidelines, policies, and regulations and navigating multiple computer systems