



YOUR CAREER. YOUR PATH. OUR SUPPORT.



ORLANDO DOMINGUEZ

17
Years
at EFG

Operations Analyst | Claims Operations

In 2009, Orlando Dominguez walked into EFG as a **Claims Adjuster** with a simple philosophy: **own your career from day one. Seventeen years later, that decision has defined everything.**

- He didn't wait for promotions to find him.
- He spotted problems and built solutions.
- He asked questions when he didn't know the answers.
- He invested his time in training, built relationships across departments, and turned every role into a launchpad for the next one.

Today, as an Operations Analyst, he transforms raw numbers into strategic insights that shape how EFG operates. **His journey is living proof** that growth here isn't about waiting your turn. It's about stepping up and showing what you're capable of.

"Take ownership of your career early. Get started right away from day one."

– Orlando Dominguez

Career Milestones

- 2009**
Orlando learned the business as a **Claims Adjuster** by handling claims, working directly with repair facilities, and **building relationships with customers and internal teams**. When the demands of his role outgrew the reports available, he went straight to IT and learned how to run his own queries with their guidance.
- 2015**
As **Claims Adjuster II**, he identified a gap in operations and saw that complex powertrain claims needed dedicated experts. Orlando partnered with his manager to **build a specialized team** to handle them.
- 2016**
Orlando was promoted to **Claims Supervisor** with a challenge: control claim costs. **He delivered results** while leading three teams across Claims and Operations.
- 2019**
Today, as EFG's **Operations Analyst**, Orlando forecasts call volume, staffing needs, and average speed of answer, translating raw data into **actionable insights for leadership**. For him, every day brings new challenges.

“EFG cares about its employees, and I care about EFG. If you embrace the company values and put in the work, I guarantee you’re going to grow here.”

– Orlando Dominguez

Training & Certifications

- ✓ Power BI Essentials Certification
- ✓ ASE Certification
- ✓ BenchmarkPortal: Certified Manager, Certified Agent, Conflict Resolution
- ✓ AMA: Business Analysis Essentials, Data Analysis Fundamentals, Analytical Thinking
- ✓ Advanced Excel: Macros, Pivot Tables, Charting
- ✓ Analytics Training
- ✓ Microsoft Training
- ✓ Assurant: Fraud Prevention Training

Dependability Respect Integrity Visionary Excellence

The EFG value that most motivates Orlando is:

Excellence

That means holding himself to a higher standard, improving processes, and always pushing for better outcomes.

