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| Position applied for: Human Resource AssistantWork Experience  |
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| **Recruitment Specialist/ Learning and Development Analyst**February 2011 – December 2015Xerox Business Services of the Philippines* Analyzes the recruitment process performance, prepares the recruitment dashboards, presents dashboards, recommends changes to the recruitment process and implements changes
* Analyzes the performance of recruitment agencies, the cost per hire, time to hire and recommends changes and improvements
* Tracks the list of the recruitment agencies and their terms and conditions; introduces standardized terms and conditions for the recruitment vendors if possible
* Analyzes the recruitment software and recommends and implements changes to it
* Measures the performance of HR Recruiters and provides feedback to them
* Identifies difficult job vacancies and investigates the best recruitment approach for them
* Analyzes the recruitment software and implements changes and improvements
* Keeps the documentation of the recruitment process up to date
* Trains new HR Recruiters (induction program)
* Conducts training classes, which include content about the job, the Company, and different client programs.
* Facilitates new hire training using the provided curriculum to call center staff.
* Facilitates continuing education classes to existing call center staff for new products, services, customer service skills and market launches.
* Provide performance feedback to class participants and responsible for the professional development of the customer service and support staff.
* Communicates with various departments within the organization, including resource planning, human resources, quality and the help desk.
* Assists Operations with understanding agent opportunities and updating training programs to meet those needs.
* Collects information regarding response systems, human interactions, and information systems requirements.
* Helps design call center training manuals by identifying and describing information needs, obtaining feedback from management, and editing final copy
* All other duties as assigned.
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| **Customer Service Representative/ Call Center Agent**May 2008 – May 2010 NCO Group Manila* Assist customers with purchased items and service packages.
* Answer telephone inquiries from customers regarding other service issues.
* Facilitate new employee training including system and database operation.

**Sales and Stock Clerk**June 2007 – May 2008 Toy World Incorporated (Toy Kingdom)* Sell and promote items such as toys, gadgets and apparel being sold.
* Answer product and services inquiries from customers.
* Receive, audit and keep record of deliveries from the warehouse.
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| Skills / Areas of Expertise* Learning and Development
* Management
 | * SMART
* Define Benefits
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| * Coaching
 | * Define Contribution
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| * **Human Resource**
 | * Microsoft-Office-PowerPoint
 |
| * Customer Service
 | * Microsoft-Office-Word
 |
| * **US Payroll System**
 | * Microsoft-Office-Excel
 |
| * Health and Welfare
 | * Change Management
 |
| * US Cobra
* FSA
* HSA
 | * Process Improvement
* Escalation
* Customer Centricity
 |
| * Taxation
 | * Employee Relations
 |
| * Employer Support
 | * Training Delivery
 |
| * HR Policies
 | * Heat Mapping
 |
| * Oracle PeopleSoft
 | * Language Assessment
 |
| * AIS
 | * CSAT
 |
| * Online Document Management
 | * Quality Evaluations
 |
| * EDAS
 | * Accent Neutralization
 |
| * Clarity
 | * HRIS
 |
| * Siebel
 | * HIPPA
 |
| * KLG Tools
 | * Brainshark
 |
| * Verint
 | * Quia
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| * RADAR
 | * Call Simulation
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| * KForce
 | * Avaya
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Training and Certifications

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| **Course**  | **Company/Vendor**  | **Date Taken**  |
| Health Savings Account  |  ACS of the Philippines  |  November 2010 |
| US Payroll Core |  Xerox |  February 2011 |
| Kforce Authoring |  Xerox |  May 2011 |
| Quick Solver Analysis |     Xerox |  March 2012 |
| Microsoft Excel Advance 2003  |    Xerox |  August 2012 |
| Supervisor Coaching and Development |    Xerox |  February 2014 |
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| **Educational Background**St. Dominic College of Asia |
| Cavite |
| Bachelor of Science in PsychologyCollege Level |
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| Bacoor National High SchoolCavite2003 – 2007* High School Diploma
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| Diamond Learning School of Cavite |
| Cavite1. - 2002
* Elementary Education
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| **Personal Details**Age * 25

Date of Birth* January 17, 1990

Nationality* Filipino

Height and Weight* 170 cm. / 105 lbs.
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| C:\Users\905368718\Documents\OMessenger\Received files\CV_Preview_Logo.jpg**Gulfjobseeker.com CV No:** **1534716**E-mail: gulfjobseeker@gmail.com |
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