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| Position applied for: Human Resource Assistant  Work Experience |
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| **Recruitment Specialist/ Learning and Development Analyst**  February 2011 – December 2015  Xerox 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. |
| |  |  | | --- | --- | | Skills / Areas of Expertise   * Learning and Development * Management | * SMART * Define Benefits | | * Coaching | * Define Contribution | | * **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 | | * RADAR | * Call Simulation | | * KForce | * Avaya |   Training and Certifications   |  |  |  | | --- | --- | --- | | **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 | |  |  |  | |
| **Educational Background**  St. Dominic College of Asia |
| Cavite |
| Bachelor of Science in Psychology  College Level |
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| Bacoor National High School  Cavite  2003 – 2007   * High School Diploma |
| Diamond Learning School of Cavite |
| Cavite   1. - 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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