Jerod

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Summary:

An HR Graduate who is driven and passionate in achieving his long-term career goals. In the past years of being in school, the skills which were harnessed most were those related to training, presentation and communication. Has a timid personality and always eager to learn, making these my grounds for further self- improvement and development with the right guidance, mentoring and training. Aspires to be a Talent Development Consultant or Project Manager someday.

Experience:

**Office Staff and Customs Representative**

**GLEM Brokerage Corp. / CrisantoEbarvia Brokerage**

**June 2015 – Present (1 year 8 months)**

Certain tasks include as follows,

1. Computation of Tax and Tariff
2. Inquires with Shipping Lines and Ports for update of incoming shipments
3. Creation and Lodging of Entries using Inter-Commerce System for processing
4. Processing of web-track and Delivery Orders with Shipping Lines
5. Filling of Documents and other office-related miscellaneous tasks
6. Booking of schedules for delivery of shipments to warehouses and return of empty containers to specific areas using TABS (Terminal Appointment Booking System).

**Junior Analyst - NASC Comprehensive Outsourcing Services (COS)**

**ADP Philippines**

**December 2013 –May 2015 (1 year 6 months)**

Mostly what the position entails are the following:

1. Communicate and educate participants on processes and procedures utilizing Knowledge Base, HR/Benefits Administration System, and Employee Self Service Tools.
2. Respond to questions from participants, HR and third parties regarding Payroll, Health and Welfare &Time and Labor Management services to include annual enrollment and ongoing employee transactions. (40% of time). This may require partnering with other ADP Business Units such as HR, Payroll and Benefits and Garnishments. Emphasis is on first-call resolution and the HR Councilor is expected to meet quality a score of 90%.
3. Responsibilities include navigation and support of applications as well as increasing knowledge of Benefits, Payroll and HR (20% of time). With this knowledge, the HR Councilor is expected to resolve issues within 10 minutes per client and to hold a 93% adherence to schedule.
4. Document all inquiries into ADP’s Case Management System and update multiple applications in order to develop accurate and comprehensive responses and documentation for inquires.
5. Communicate and educate participants on processes and procedures utilizing CRM Knowledge Base, Enterprise Payroll System, Employees Self Service Portal (ESS) & HR/Benefits Administration System.

**Junior Analyst - Health and Welfare**

**ADP - Automatic Data Processing Philippines**

**July 2012 - December 2013 (1 year 6 months)**

Mostly what the position entails are the following:

1. Respond to questions from participants, HR and third parties regarding Health & Welfare Administration services to include annual enrollment.
2. Emphasis is on first-call resolution and the Jr. Analyst is expected to meet quality a score of 90%.
3. Responsibilities include navigation and support of applications as well as knowledge of Benefits, and HR. With this knowledge, the ADP Associate is expected to resolve issues within 10 minutes per client call and to hold a 93% adherence to schedule.
4. Document all inquiries into ADP’s Case Management System and update multiple applications in order to develop accurate and comprehensive responses and documentation for inquiries.
5. Communicate and educate participants on processes and procedures utilizing Knowledge Base, HR/Benefits Administration System, and Employee Self Service Tools.

**Human Resource Academic Intern**

**Merck Sharp and Dohme (MSD) Philippines**

**January 2012 - April 2012 (4 months)**

During my time as an intern, the tasks that we're assigned or done are as follows,

For Training and Development:

1. Setting up of schedules, training topics alignment and Assistance in Exam Execution

Selection and Staffing:

1. New hire forms and Renewal of Contracts
2. Assisted in conducting of interviews
3. Recommendation of Candidates
4. Routing of Bid-waivers, Resume Arrangements
5. Basic 6 Sigma on End Employment

Organizational Development and Design:

1. Arrangement of Performance Ratings
2. Checking and Routing of Job Descriptions and Updates
3. Arrangement of Groupings for Values Fair Event
4. Updating of Manpower Listing

Compensation and Benefits:

1. Handling of ITR (Income Tax Returns)
2. Handling of Documents in relation to Employee Benefits

HR Planning: Contribution and Assistance in the creation of the Calamity Fund Policy

Personnel, Research and Information Systems: Handling of 201 Files and Pre-Employment Kit

Employee Assistance:

Activities where assistance or support was given includes, Clearance Day, Valentines Day Giveaways, Scheduling of Flights, Pick-up and other tasks related to transportation of Employees and general routing of documents

Other Work Experience:

**Documents Liasonat GLEM Brokerage during April 2009 - May 2009 (2 months)**

During my time here, I was tasked to, assist with transactions at the bank, going from client offices for documents routing and handling. Also handled normal office tasks such as photocopying of documents, encoding and filing.

**Sales Person at Accent Micro Technologies Inc. during April 2006 - May 2006 (2 months)**

During the time I was here, I was tasked to support in selling of products as well as customer service. In line with customer service, tasks were to give recommendations and assess and learn what the customer needs and is looking for. Also assisted in technical support such as basic computer hardware and software dismantling, troubleshooting and arrangement.

Languages:

English (Full professional proficiency) and Filipino (Native or bilingual proficiency)

Education:

**De La Salle College of St. Benilde - Major:** Human Resource Management, (From: 2007 - 2012)

**Don Bosco Technical Institute Makati - Major:**Industrial Drafting(From: 1995 - 2007)

Courses:

**Bachelor of Science in Business Administration, Human Resource Management**

**De La Salle College of St. Benilde**

Principles of Management PRINMAN

Human Resource Management HR-MGMT

Industrial Relations and Labor Standards INDUREL

Human Resource Development HURESDE

Organizational Behavior ORGABEH

Methods of Research for HRM Majors M-RESME

Strategic Management MANSTRA

Strategic Human Resource Management HURSTRA

Human Resource Needs Analysis HRNEEDS

Planning and Development PLANDEO

Theories of Personality PERTHEO

Industrial Testing INDUTES

Principles of Marketing PRINMAN

Statistical Literacy ELEMSTA

Quantitative Methods QUANT-T

Production Management PRODUMA

Thesis Proposal for Human Resource Majors M-PRAC1

Thesis Execution for Human Resource Majors M-PRAC2

Human Resource Seminar HURESEM

Principles of Accounting 1 - Service Oriented PRINAC1

Principles of Accounting 2 - Merchandising PRINAC2

Principles of Accounting 3 - Manufacturing PRINAC3

Management Accounting ACCMANA

Business Financial Analysis BUSSFIN

Obligations and Contracts BUSLAW1

Partnerships and Corporations BUSLAW2

Income Taxation INCOMET

Business and Estate Taxation BUSTAXA

Compensation and Benefits Management COMPMAN

Interests:

Reading Books (particularly related to Business, Self-Help, Fitness, Psychology, Comics, Leadership and Management), Watching Movies and TV Series, Listening to Music, Academic Research and Jamming, Functional Fitness and Traveling.

Achievements, Trainings and Other Activities:

1. Career Preparedness Exercise – March 2012
2. Corporate Jungle: Communication Strategies for the Job Seeker – January 2012
3. NASC H&W - ADP Value Award: Inspiring Innovation – August 2012
4. NASC H&W – Top Performer for 2013
5. NASC COS – Top Performer for 2014
6. Applied MBA Program - November 2015
7. Finance & Accounting: Key to Better Executive Decision - November 2015
8. Relationship Marketing - November 2015
9. Corporate Director Management Program - November 2015
10. Human Resource Management: HR Challenges & Update - November 2015