

**MA. RICHZEL**

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**NATIONALITY:** FILIPINO

**VISA STATUS:** Employment

**POSITION SOUGHT**

***HR EXECUTIVE / HR & ADMIN COORDINATOR***

**CAREER OBJECTIVE**

Seeking a dynamic position for a rewarding role in Human Resources / Administration / Sales in a reputed organization where I can contribute to the development of the firm and build a long term career with opportunities for professional growth and that offers good financial benefits*.* An ardent worker and a team player who understands her team mates and can work smoothly and efficiently in a fast paced environment.

# WORK EXPERIENCE

* **GRAND MIDWEST GROUP OF HOTEL & HOTEL APARTMENTS – Dubai, United Arab Emirates**

**POSITION: HUMAN RESOURCES EXECUTIVE**

January 13, 2014 until August 13, 2017

A group of Hotel & Hotel Apartments known by its 3 major properties across Dubai: Grand Midwest Tower Hotel & Hotel Apartments - Media City, Grand Midwest Reve Hotel Apartments - TECOM, and Grand Midwest View Hotel Apartments - Al Barsha.

**RESPONSIBILITIES:**

* Handle Recruitment Process: sourcing, interviewing, and candidate selection
  + Source/Shortlist/Screen cvs of qualified applicants from job portals, social network sites, referrals, job postings, and walk-in interviews
  + Screen applicants appropriately; conduct preliminary phone interviews
  + Schedule appointments for one to one interview till assessment of applicants from rank & file to managerial position levels
  + Conduct regular follow-up with the candidate from first contact till the shortlisting of the candidate
  + Arrange various recruitment activities that will provide line managers with a suitable pool of applicants from which to select leading to negotiation and finalization of contracts
  + Prepare offer letters, employment contracts, joining reports, Job Descriptions, and conduct induction & orientation for newly hired staff
  + Do employee reference checking
  + On-boarding Process: Work closely with PRO in document preparation for employment visa processing application either inside/outside UAE, Medical, OHC & Emirates ID processing, and visa cancellation
  + Maintain records and systematically organized employee details such as passport, visa expiry, etc.
  + Medical Insurance applications for the staff as well preparing report for Dubai Health Authority
  + Monitor employee facilities such as lockers, accommodations, staff uniforms, cafeteria, etc. Ensure that all staff concerns and issues are taken cared of and resolved.
* Responsible for Payroll Preparation, Compensation, & Benefits
  + Participated in Payroll transition thru C3 payroll system processing; prepare the payroll spreadsheets prior to uploading in C3 portal
  + Administer payroll preparation & processing in coordination with Accounts: salary details, allowances, and deduction variable inputs
  + Constantly check and update timetraxx system for staff’s attendance, leaves, & duty schedules
  + Process employee annual/sick/emergency leave & benefits
  + Prepare and process reports on staff resignation/termination, and full & final settlements including gratuity concerns
  + Knowledge of UAE Labor Law, Compensation & Benefits, Training & Development
* Other HR & Admin Responsibilities:
  + Maintain and organize employee files which includes leave files, personnel files, passports etc.; update group employees’ data in IDS & excel; ensure that all records and files are updated
  + Preparation of JDs, memos & correspondence, Company Policies & SOPs, Certificates [e.g. Salary/NOC/Employment, etc.], warning & termination letters, minutes of meetings
  + Initiate employee relocation & transfers, resolve employee requests & grievances, and conduct evaluation of employees for increments & promotions
  + Administer personnel actions with concerned department heads such as leave requests, disciplinary actions, separation, promotions, commendations, etc.
  + Responsible for passport & visa expiry monitoring for contract & visa renewal purpose
  + CID Reporting
  + Acting in-charge of HR Department : 7 months from Feb. 2015 - Aug. 2015; from July 16 until October 2016.
* **CEBU JEWELPICO CORPORATION – Mactan Export Zone 1, Cebu, Philippines**

**POSITION: ADMIN cum SALES COORDINATOR**

March 10, 2011 – May 01, 2013 (2 years & 1.7 months)

**RESPONSIBILITIES:**

* Support the sales team in preparation of quotation, invoices, and customer inquiries
* Basic Accounting duties: Assists in AP/AR accounts and payroll preparation
* Liaise, coordinate, monitor and handle customers’ concerns/complaints
* **Adhoc duties:** handle front desk/reception duties such as answering incoming calls & relay messages & supplies information to callers, prepare correspondence & appointment scheduling, updating of records, data entry, photocopying, filing/organizing documents, etc., Perform daily housekeeping to ensure safety and cleanliness on work area
* **LOPUE’S SHOPPING MALL - Bacolod City, Negros Occidental, Philippines**

**POSITION: SALES SUPERVISOR**

January 15, 2009 – January 15, 2011 (2 years)

**RESPONSIBILITIES:**

* Implement rules and policies to 15 subordinates
* Supervise the day to day operation of the retail counters and process orders, return stocks, adjusting of discrepancies of orders and other documentation
* Generate monthly sales and inventory target report
* Create and maintain a cordial business relationship with customers, operations and sales staff through regular feedback sessions and communication
* Manage stock inventory, store displays (jewelry section, furniture, perfumes, accessories, clothing apparel, food & beverages, skincare products, etc.), and daily housekeeping to ensure safety and cleanliness in the work area
* Perform general reception and administrative duties such as filing of daily invoices, updating of records and other documents, mail deliveries, attend to phone calls, suppliers & customer inquiries
* **LEAR AUTOMOTIVE SERVICES (Netherlands) B.V. – Mactan Export Zone II, Cebu, Philippines**

**POSITION:** **SENIOR ANALYST III**

July 20, 2001 – January 12, 2009 (7 years & 6 months)

**RESPONSIBILITIES**

* Development/Project Planning
  + Conducts progress review for outbound customers GM Saab/Opel-Europe, Daimler Chrysler-North America
  + Make proposals to improve process and operations for IMDS (International Material Data Systems) Department
  + Analyze/Perform design/task reviews to ensure adherence to standards specification and work instructions
* Management/Customer Reporting
  + - Prepare bi-monthly IMDS reports to Original Equipment Manufacturer (OEM) customers Ford, GM, Daimler Chrysler, international suppliers, and IMDS-North America (NA), IMDS-Europe (EU) managers
    - Validating all material datasheets (MDS) in the IMDS system before final submission to OEM customers; OUT-BOUND/IN-BOUND CALLS: Contact directly with key persons such as OEM (Original Equipment Manufacturer) customers, North American, Asian, and European Lear suppliers, Lear managers for IMDS-NA, IMDS-EU locations via phone, email and teleconference meetings
    - Communicate issues/concerns to both internal/external customers and suppliers
    - Conduct monthly trainings to data analyst on latest IMDS improvements
* Product Delivery/Output
  + Ensure 100% on time delivery of IMDS reports to external (IMDS NA/EU/ASIA OEM customers and suppliers) and internal (data analyst and project leaders) customers on a weekly and bi-monthly basis
  + Maintained a zero NON-COMPLIANCE output
  + Successfully managed a team of 75 data analysts in Ford & GM projects/accounts
* OTHERS
  + Actively participate in all Six Sigma activities. Ensures that all individual and team deliverables are performed and goals are attained.
  + Support the implementation and maintenance of quality management system and ensure customer satisfaction and continual improvement through active participation in Quality System (QS) activities.
* Prepares the monthly IMDS (International Material Data Systems) reports to OEM (Original Equipment Manufacturer) customers Ford, GM, Daimler Chrysler, international suppliers, and IMDS-NA (North America), IMDS-EU (Europe) managers
* OUT-BOUND/IN-BOUND CALLS: Communicate constantly with key persons such as OEM (Original Equipment Manufacturer) customers, North American, Asia, and European Lear suppliers, Lear managers for NA, EU, and Asia locations; ensures 100% delivery and zero NON-COMPLIANCE output
* Train data analyst and resolve issues on non-cooperative suppliers
* Plan/perform/coordinate other tasks as assigned by superiors

**ACCOMPLISHMENTS**

* Awarded Best Sales Personnel of the year
* Awarded BEST Program Team Leader for 100% on time-delivery and zero NON-compliance to OEM customers; BEST TEAM for FORD and GM – SAAB/OPEL Projects
* Awarded BEST SALES TEAM for 3 consecutive months

**EXPERIENCE/S GAINED/TRAININGS ATTENDED**

* Failure Mode & Effect Analysis (FMEA) 14/04/2005
* 8 Discipline Problem Analysis (8D) 09/30/2005
* Design For SIX SIGMA (DFSS) 24/01/2006
* ISO 14001:2004 Awareness 31/05/2006
* PHONE & EMAIL ETIQUETTE 24/11/2006
* Quality Notice Issuance (QN) 12/04/2007
* Personal and Professional Excellence Training 18/07/2008
* IDS TRAINING [HR Payroll & Employee Data] 01/04/2014 & September 2015

# SKILLS AND ACTIVITIES

* Cross-cultural communication Skills: PROFICIENT IN ENGLISH (ORAL and WRITTEN)
* Payroll Management; Staffing & Recruitment, Administration, Employee Relations
* SERVICE-ORIENTED, HONEST, LOYAL, QUICK LEARNER, SELF-DRIVEN and a TEAM PLAYER
* Hardworking, can work on a flexible schedule under less supervision, possess a positive & “can do attitude”, and disciplined
* Time management, leadership, and problem-solving skills
* SYSTEM TOOLS: competent knowledge in the following: IDS, Microsoft Applications, SQL, MS Outlook, Photoshop, MDSystem

**HOBBIES:** playing guitar & piano, playing volleyball/soccer/badminton/chess, sketching/drawing/internet savvy, watching movies, cooking, reading newspaper/magazine/books

**EDUCATION**

**Graduated Bachelor of Science in Commerce *Major in Enterprise Economics***

# university of saint la salle, philippines