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**DORIS**

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**Certification: HR & Admin Intermediate UAE Labor Law at Filipino Institute-Dubai**

**Summary**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A graduate caliber with more than 7 years work experience who has extensive knowledge of recruitment selection, compensation and benefits, payroll, customer service and administration processes. A confident individual who is good at building effective relationships at all levels of an organization and no trouble handling a variety of personnel related issues.

Highlight\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Hiring and recruitment
* Compensation Administration
* Payroll / Time Keeping
* Employee relations Personnel records maintenance
* Customer Service Assistance / Manage incoming calls
* Handle customer complaints
* Exceptional interpersonal skills

Work Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Aboitiz Land, Incorporated- Cebu City, Philippines Aug. 29, 2016 to Sept. 29, 2017**

**Customer Care Officer (Real Estate/Construction Company)**

* Manage incoming calls
* Provide accurate, valid and complete information
* Handle customer complaints, provide appropriate solutions and alternatives within the time
* Update Construction reports to the client quarterly
* Process day to day Contract to Sell
* Submit weekly report to the Department Manager includes Housing Sales, Bookings and Reservations

**Filinvest Land, Inc. – Cebu City, Philippines March 3, 2015 to Aug. 6, 2016**

**HR Officer (Real Estate Company)**

* Being actively involved in recruitment by preparing job descriptions, posting ads and managing the hiring process
* Check and monitor regularly compliance of applicants in the submission of employment requirements prior to deployment for work
* Business travel trip quarterly to maintain close coordination with different branches and for recruitment purposes
* Process and Provide information updated Contributions and Benefits of the employees
* Facilitate in processing sick claims of Employees Compensation and Benefits
* Assist Life and Health Insurances
* Update Executive Reports – Peformance Evaluation, Separation/Attrition

**City Savings Bank, Inc. – Cebu City, Philippines October 9, 2014-February 14, 2015**

**HR STAFF (Banking )**

* Orient newly hired employees on the company benefits, guidelines and procedures
* Responsible in Assisting and Enrollment of Health Insurances of the employees
* Hospitalization Benefits
  1. Ensures enrollment of newly regular employees in the Hospital Benefits
  2. Update monthly Employees Hospitalization, Accident, Mortuary Summary
  3. Process and Monitor Hospitalization reimbursement request
* Hospital Visit
* Responsible in Handling Optical and Medicine request on daily basis
* Responsible in distribution of company uniforms
* Process, update and monitor company academic scholarship
* Responsible for Company Holiday Announcement nationwide

**Trans-Asia Shipping Lines, Inc. – Cebu City, Philippines June 26, 2012 – May 16, 2014**

**HR STAFF I (Shipping Company)**

* Handle timekeeping /Payroll
* Responsible for the preparation and processing of monthly payroll
* Tract and deduct all advances and other payroll deductions
* Prepare Vacation/Sickness Leave summary report every payroll period
* Prepare & compute number of days of unused vacation & sick leave credits for employee’s for cash conversion
* Prepare and facilitates clearance for separated employees
* Conduct recruitment and hiring process
* Act as company psychometrician
* Responsible in psychological reports of the applicants who are candidate for hiring
* Provide information regarding updated on premiums and benefits of the employees
* Process sickness claims of employees Compensation Benefits
* Maintains smooth coordination with HR supervisor for HRIS update
* Prepares requisition for HR office supplies
* Submit monthly Government Reportorial Reports

**JGSY Marine Management & Allied Ventures,Corp. – Cebu City, Philippines**

**HR STAFF/GENERALIST (Shipping & Mgt.) Dec 7, 2009 to Jun 25, 2012**

* Handle timekeeping
* Prepares Notice of Personnel Action(NPA) and facilitates approval
* Updates plantilla and organizational charts monthly
* Prepare Contract for new employee
* Monitor personnel status : employees due for regularization, expiration of contract and employee movement
* Maintains and generates monthly monitoring reports of the following:

1. Disciplinary Cases
2. Employment Status
3. Newly Hired Employees
4. Separated Employees
5. Manpower Requisition Form
6. Performance Appraisal
7. Government Reportorial Requirements

* Prepare and facilitates clearance for separated employees
* Process quit claim and last pay for resigned employee
* Facilitate in processing sickness claims of the Employees Compensation Benefits
* Provide information on updated premiums and benefits
* Responsible for providing answers to employee questions
* Conduct initial screening and interview of applicants for rank and file position in accordance with company standard
* Facilitate schedule for final interview and testing
* Interpret test results
* Conduct recruitment validation
* Schedule orientation and coordinate deployment of newly hired employees
* Prepare employment contract and corresponding 201 file including ID’s
* Ensure effective recruitment monitoring system and prompt submission of periodic reports
* Participate in manpower sourcing activities
* Act as HR Generalist

KEY SKILLS AND COMPETENCEIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Extensive previous administrative experience of working in HR
* A positive and enthusiastic attitude with the ability to self motivate
* Proficient in using Microsoft Office,Excel application, PowerPoint,HRIS
* Excellent technical skills in contemporary HR practices, with hands-on experience in qualitative and quantitative data collection and analysis

EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Certificate HR and Admin Intermediate - UAE Labor Law

Filipino Institute – Dubai, UAE

* Bachelor of Science in Psychology

University of San-Jose Recoletos – Cebu City, Philippines

* 2005-2009 Arm Forces of the Philippines Academic Scholar

Personal Profile\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Marital Status : Single

Nationality : Filipino

Sex : Female

Visa Status : Visit Visa