



MARIA TERESITA JAMERO-BESTIL, MBA

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PROFESSIONAL SUMMARY

Dedicated professional with hands-on personnel management experience. Highly effective at incorporating creative leadership skills to achieve business objectives. Directs projects that improve efficiency while meeting deadlines and budget requirements. Adept at addressing sensitive issues and maintaining the strictest of confidentiality.

CORE QUALIFICATIONS

- Hiring and Retention
- Training and development
- Payroll/Compensation
- Labor Agreements
- Termination of employees
- Personnel Management/Employee Relation
- Regulatory Compliance
- Personnel Records Maintenance
- Interpersonal Skills
- Auditing
- Organized and Efficient
- Counseling/Conflict Resolution
- Contracts-legal Management
- ISO Auditor

Others:

- Social Media
- Wordpress and Marketing
- Graphic Designing with CANVA
- Copywriting
- Facebook Ads Autopilot
- Googleforms
- HRIS/ SAP/ Lotus Notes

WORK EXPERIENCE

HR Site Manager - VisMin

Matimco, Incorporated

November 2, 2022 to Present

Don Sergio Suico St., Brgy. Tingub Mandaue City

Manages the following functions:

Human Resource Information System

- Develops and ensures proper maintenance of employee 201 files and ensures its regular updating
- Manages the timely dissemination of information from government and other labor-regulatory agencies and other current labor issues.

Labor Relations

- Interpret and administer employees' contracts with respect to grievances, wages or salaries, employee welfare, healthcare benefits, and other stipulations.
- Managing grievance procedures and handling complaints
- Attends mediation and ensures proper closure of the complaints.

- Develop HR strategies with line managers by considering immediate and long-term staff requirements.
- Analyzes trends and metrics for Cebu talents in partnership with the HR group to develop solutions, programs and policies.
- Manages and resolves complex employee relations issues. Conducts effective, thorough and objective investigations in partnership with the concerned line manager and HR Operations Manager.
- Provides day-to-day performance management guidance to HR team - Cebu and line management (e.g., coaching, counseling, career development, disciplinary actions).
- Works closely with management and employees to improve work relationships, build morale, and increase productivity and retention.
- Provides HR policy guidance and interpretation.
- Provides guidance and input on business unit restructures, workforce planning and succession planning.
- Identifies training needs for business units and individual executive coaching needs.
- Participates in evaluation and monitoring of training programs to ensure success. Follows up to ensure training objectives are met.

Legal Compliance

- Contract Management – administer and reviews all aspects of contract, grant and agreement management from procurement planning to project close-out.
- Drafting and reviewing company policies
- Developing legal compliance programs

GROUP MANAGER

(People Management, Admin, and Support Services)

February 15, 2014 to Present

Pertserv Inc. – Don Sergio Suico St., Tingub Mandaue City

Manages the following HR functions:

(a) Labor Relations

- Interpret and administer employees' contracts with respect to grievances, wages or salaries, employee welfare, healthcare benefits, and other stipulations.
- Managing grievance procedures and handling complaints
- Attends mediation and ensures proper closure of the complaints.

(b) Recruitment and Placement

- Develops and implements hiring procedures and ensures timely supply of manpower to requesting departments and or projects.

(c) Human Resource Information System

- Develops and ensures proper maintenance of employee 201 files and ensures its regular updating
- Manages the timely dissemination of information from government and other labor-regulatory agencies and other current labor issues.

(d) Compensation and employee benefits management

- Reviews and approves: → Payroll data and benefits report → Company sick leave applications → PHIC applications → PAG-IBIG, SSS, and PHIC monthly premium remittances
- Reviews and updates, if necessary, policies concerning compensation and benefits.

(e) Human Resources policy implementation and compliance

- Review HR policies and advises team leaders regarding updates in compensation and employee benefits.
- Implements disciplinary actions for violations of the company code of conduct.
- Consults with legal counsel from time to time on pertinent labor issues in the organization.

(f) Employee relations Management

- Direct employee events and employee activities that promote camaraderie and spiritual upliftment.
- Maintains regular contracts with employees and counsels employees as needed.
- Oversees the employee with health services which includes the yearly physical examination.

(g) Training and development

- Create an effective training calendar through the results of the Training Needs Analysis.
- Updates training Needs Analysis based on individual competencies
- Evaluate employee training courses in order to facilitate progress monitoring.
- Create and tailor specific training courses to fit employee/ client's specific requirements.

(g) Ensures employee separation is in accordance with the labor code provisions.**(h) Familiar in D.O 174 and ensures compliance****HUMAN RESOURCES HEAD**

May 18, 2009 to February 14, 2014

Fastmover Multi-Purpose Cooperative

Industry: 3rd party of Magnolia Poultry Processing Plant

Manages the following HR functions:

Human Resource Head Compensation & Benefits:

- Process individual payroll of employees (100+ employees), including Magnolia Chicken Station employees
- Prepare a summary of deductions to employees, and prepare individual pay slip
- Prepares and monitors in the processing of company benefits
- Prepare and present Weekly, Monthly reports for Monthly Operation Review (MOR)
- Process employees' statutory benefits (submitted reports to SSS, Pag-ibig, Philhealth)
- Facilitates and processes Pag-ibig, SSS, company loans, and any other related benefits

Employee Relation/ Labor Relation:

- Conducts Administrative Investigation
- Conducts Monthly Pulong-Pulong to employees

Recruitments:

- conducted recruitment as per approved job vacancies - conducts and facilitates entrance examination
- Answer queries from HR regarding employee enablement; provide updates to leads regarding the status of hiring employees.

Training and development

- Conducts Pre-deployment Orientation Training & Development:
- Cascades and trains various employee learning,
- Updates Training Needs Analysis based on individual competencies
- Prepares and Updates Training Calendar/Plan for the year
- Updates Training Tracking summary
- Evaluates employees through Training Effectiveness Evaluation Form

Other Special Functions:

- a. **Internal Quality Auditor - FMMPC (Magnolia Poultry Processing Plant) January 4, 2011 – January 3, 2012 –**
 - Reviews, checks, and revises documents versus the actual processes.
 - Responsible for the monthly internal on-site audit
 - Responsible for an on-site audit of the supplier quality management system
 - Plan, execute and prepare audit report - work with the auditee to resolve compliance issues, provide recommendations, communicate on the status of action resolution, and bringing to management issues that require attention tracking corrective actions.
 - Maintains files generated from each audit - Formally document findings - Perform necessary follow-ups which include communicating with auditee(s) the status of action resolution
 - Monitors and maintains the quality of the product and process
 - Follow-up corrective and preventive actions formulated from issues by suppliers, internal audits, external certifying bodies, and customer complaints.

- Used GMP, HACCP, and Risk Analysis approach to comply with the quality standards
 - Responsible for the maintenance and revision of Quality and Food Safety Management System Manuals its procedures and work instruction manuals.
- b. **Quality Management Representative** - FMMP (Magnolia Poultry Processing Plant) - January 23, 2012 – present)
- Ensures that the Quality Management System is consistently implemented and maintained in MPPP-Cebu.
 - Report to top management on the performance of the Quality Management System.
 - Recommends improvement for the effectiveness of the Quality Management System.
 - Ensures the promotion of awareness to all employees regarding the customer's quality requirements and its expectations.
 - Reviews Quality Management System.
- c. **Purchasing Officer (June 1, 2009 – February 1, 2010)**
- In charge of plant and department purchases
 - Store keeps materials
 - Monitor Incoming and Outgoing Supplies
 - Prepared Weekly, Monthly reports for Monthly Operation Meeting (MOR)
 - Monitor data for Audit purposes
 - Property and cash Custodian
 - Prepares Payment Request Form for different suppliers

HUMAN RESOURCES ASSISTANT

May 1, 2008 – May 15, 2009

SAN MIGUEL FOODS INC. – 6th Floor Clotilde Bldg. Casuntingan, Mandaue City

a. Payroll Operations

- On-Time processing of timekeeping and payroll (SMFI - Eastern and Western Visayas Area) – manual computation and posted to **SAP System**
- Prepare and distribute individual payslips

b. Benefits Administration

- Assist and monitor in the processing of benefits of employees both statutory and company benefits, including preparation of reimbursements to Cocolife/Maxicare insurance.

c. Organizational Effectiveness

- Strengthening HR visibility and service through continued implementation of account management system.

- Year-round implementation of ER and community Relation Programs.
- Synergy programs for Food group employees. Implementation of joint ER programs to promote synergy within Food Group businesses.
- Handles Eastern employees accounts (travels Eastern Visayas Area) to facilitates area of concerns
- Facilitated Recruitments

Credit and Collection Officer

May 02, 2007 – February 14, 2008

Club Ultima Phils. (One of the Prestigious Hotel in the Philippines)

- Handles clients and members' accounts (3,900 members)
- Process Auto Debit Transaction (Payments Through Credit Cards)
- Entertained members and answer their questions and concerns regarding their monthly billings and other membership matters
- Prepares monthly Statement of Account
- Follow-up Bounced checks and Declined Auto Debit Transactions
- Assists members with Bounced Checks and Replacements
- Prepares pull-out letter (as per member's request)
- Also coordinated with different agents (Manila, Cebu, Davao agents)

EDUCATION

Master of Business Administration: Human Resources Management and Development (MBA – HRMD)

University of Cebu –Lapu-Lapu & Mandaue

March 2017

Bachelor of Science: Management Accounting

University San Carlos

2003-2007

High school

La Consolacion College (Formerly Holy Child School)

1999 -2003

Elementary

Basak Elementary School

1993-1999

PROFESSIONAL PROFILE

- ✓ Internal Quality Auditor – ISO 9001:2015
- ✓ PMAP Member
- Certified and practices the following field:**
- ISO 9001:2015 Certification
- ✓ ISO 22000:2005 Certification
- ✓ ISO 9001:2008 Certification
- ✓ Hazard Analysis and Critical Control Point (HACCP) Certification

- ✓ Good Manufacturing Practices (GMP) Certification
- ✓ Sanitation Standard Operating Procedure Certification
- ✓ Crisis Management Certification
- ✓ Process Based Auditing
- ✓ SQMS (Supplier Quality Management System) standard – McDonalds
- ✓ Food Safety and Quality System Standards (KFC)

TRAININGS and RECOGNITIONS

- Managing and Conducting Internal Audit – Based on ISO 901:2015 requirements and ISO 19011:2018 Guidelines (July 26-27, 2023 – TUV Reinland)
- A Consultative Assembly on Strengthening Human Resource Management (March 18, 2019) 11th floor Qualfon Multi-purpose Hall, Cebu
- MENTAL HEALTH ACT (RA11026) – November 23, 2018 – City Sports Club, Cebu Business Park Cebu City
- President's Duterte's Executive Order 51: The Final Executive Fiat on Labor Contractualization (May 25, 2018 – City Sports Club, Cebu Business Park Cebu City)
- Attended 5'S Seminar (July 8, 2011) - San Migule Foods Inc. Clotilde Bldg, Casuntingan Mandaue City
- Attended Record Management Seminar (June 16, 2011) – Sarrosa International Hotel
- Attended HACCP Seminar Workshop (June 14-15, 2011) – Sarrosa International Hotel
- Attended Good Manufacturing Practices (June 13, 2011) – Sarrosa International Hotel
- Attended Crisis Management Awareness Seminar (April 14, 2011 – Magnolia Poultry Processing Plant, Riverside Canduman Mandaue City)
- Appointed as Internal Quality Auditor of Magnolia Poultry Processing Plant (January 4, 2011 - present) – under FMMPC
- Attended ISO 9001:2008 Quality Management System (December 1-3, 2010) Sarrosa International Hotel
- Quality and Food Safety member (January 5, 2010 – present)
- Attended ISO 22000:2005 Understanding and Implementing (February 8-10, 2010 at 1521 Reception Center, San Miguel Corporation Mandaue Complex Mandaue City)
- Attended ISO 22000:2005 Process Based Assessment Training (March 3-6, 2010 at Sarrosa International Hotel, Cebu City)
- Appointed as Liaison Officer –(June 1-present- Fast Mover Multi-Purpose Cooperative)
- Participants of Basic First Aid Training (July 15, 2009 – Magnolia Poultry Processing Plant)
- Participants of Fire Brigade Seminar (July 15, 2009 – Magnolia Poultry Processing Plant)
- Participants of Waste Management Seminar - (May 27, 2009 – Magnolia Poultry Processing Plant)
- Participants of GMP and HACCP Seminar - (May 27, 2009 – Magnolia Poultry Processing Plant)
- Participants during the BIR Orientation on Republic Act 9504 - SAN MIGUEL FOODS INC. at 1521 Reception Center, San Miguel Corporation Mandaue Complex Mandaue City

- Participants in Developing and Implementing Quality Management System (ISO9000) – SAN MIGUEL FOODS INC.
- Participant of Strategic Planning – Club Ultima Phils.
- Participant of Personality Development Seminar of University of San Carlos
- Participants of Leadership Training Program of University of San Carlos
- Member of Junior Philippine Institute of Accountants (2004-2007)
- Participants in Cooperative Staff Training Program – 2001-2002
- Outstanding Cooperative Staff
- Consistent honor Student in High school