



Brgy. San Jose, Sogod, Southern Leyte, 6606, Philippines
0995 719 4393 / 0967 132 8643

vinzelgreyson@gmail.com

MARIE CLAIRE R. EDILO-BALBERONA

OBJECTIVE

To pursue a career that allows personal and professional growth with reasonable compensation and benefits.

PROFILE

Age: 39 Y.O.
Civil Status: MARRIED
Date of Birth: FEBRUARY 9, 1985
Place of Birth: MAASIN CITY, SOUTHERN LEYTE
Religion: ROMAN CATHOLIC
Name of Spouse: REVI RUBAR YBAÑEZ BALBERONA - 39 Y.O.

SKILLS & ABILITIES

Human Resources Development and Management
Administrative Support Services
Excellent Communication Skills (Verbal and Written)
Computer Literate (MS Windows, Word, Excel, PowerPoint, Email Clients/Outlook)
Organizational Administration Skills (Management, Development, and Planning)
Facilitate Orientations, Seminars, and Training
Test Conduct/Administration, and Interpretation Skills
Compensation and Benefits Administration
Payroll Preparation
Data/Information/Record Management (Filing, Keeping, Tracking, Monitoring, and Retrieving)
Customer Service Skills
Technical Support Skills
Online/Media Accounts/Applications (Gmail, Yahoo mail, Facebook, Linked In, and YouTube)
Data Entry and Management Skills

Highly Competitive, Flexible, Cooperative, Resourceful, and Innovative

Career Service Professional Eligibility Passer conducted by Civil Service Commission, Republic of the Philippines

PROFESSIONAL EXPERIENCE/S

ADMINISTRATIVE / HUMAN RESOURCES HEAD OFFICER- GLOBAL ACJJJ CORPORATION, (SOGOD, SOUTHERN LEYTE)

July 17, 2023-PRESENT

Job Summary:

The HR & Admin Officer manages the day-to-day operations of Human Resources and Admin Department of Global ACJJJ Corporation, as well as the administration of the Human Resources policies, procedures, and programs. HR and Admin Officer generally handles employee relations, performance management, employee engagement, compensation and benefits, employee data management, and administrative supervision.

AUTHORITIES AND RESPONSIBILITIES:

- Oversees the hiring of qualified job applicants for open positions; collaborates with departmental managers to understand the skills and competencies required for openings.
 - Forecast manpower needs together with the departmental Managers.
 - Ensures accuracy of employee database.
 - Implements new hire orientation and employee recognition programs.
 - Performs routine supervision required to administer and execute human resource programs including but not limited to compensation and benefits; disciplinary matters, disputes and investigations; performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development.
 - Handles employment-related inquiries from employees, and supervisors, as well as, complex and/or sensitive matters.
 - Attends and participates in employee disciplinary meetings, terminations, and investigations as needed.
 - Maintains compliance with federal state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
 - Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management and employment law.
 - Monitors fixed assets management, requests and inventory.
 - Monitors the maintenance of the office and supervises the Utility personnel.
 - Performs other duties as assigned by the Chief Executive Officer/CEO.
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HUMAN RESOURCES MANAGER - PHIL-UNION FROZEN FOODS, INC. WITH AFFILIATE - PHIL-UNION CANNING COMPANY, INC. (ZAMBOANGA CITY)

December 28, 2022-April 30, 2023

AUTHORITIES AND RESPONSIBILITIES:

- Supervises/monitors HR Assistants, Laundry Personnel, and Security Personnel.
- Responsible in establishing, monitoring, and improving the following areas in Human Resources Management:
 - a. Recruitment and Selection
 - b. Performance Management
 - c. Compensation and Benefits
 - d. Labor Relations
 - e. Employee Relations
 - f. Organizational Development
 - g. Training and Development
 - h. Records Management
- Ensures legal compliance by monitoring and implementing applicable human resource state requirements; conducting investigations; maintaining records; representing the organization at hearings.
- Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures.
- Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records.
- Maintains professional and technical knowledge by attending educational workshops; establishing professional/work networks; participating in professional societies.
- Investigates and report industrial accidents for insurance carriers.
- Represents organization at personnel-related hearings and investigations.
- Responsible in the preparation and compliance of Social Audits.
- Assists/supports in Food Certification audits.
- Leads and direct the Human Resource team to deliver a comprehensive HR service to the business.
- Ensures all company policies and procedures are up to date in line with the current employment law.
- Ensures that Department Managers are up to date with changes to any company policies.

- Deals with complex disciplinary/grievance and HR issues, using HR and company knowledge evidencing appropriate decision making skills.
- Prepares and manages HR budgets.
- Leads in the effective implementation of Food Safety and Quality Management System detailed in the department's objectives, targets, plans, process maps, programs, and activities, procedures, work instructions, and specific job descriptions.
- Leads in the accomplishment of PUFFI's Food Safety Quality Management System Policy and all its quality goals and directives.
- Observes control measures established in the department for the attainment of improved product quality and safety.
- Ensures that all Job Descriptions are kept up to date; create new JDs as and when necessary.
- Deals with any performance or grievance issues in a legally compliant and professional way.
- Schedule or file requests for Leave of Absence/s way ahead so that the Department remains functional.
- Assures that work deliverable are on time and in the highest standard of quality.
- Follows rules and regulation of the company.
- Performs other functions that may be assigned by the Executive Vice President and President.

HUMAN RESOURCES MANAGER - LIVINGHOPE HOSPITAL, INC. (LHH)

October 3, 2016-December 04, 2022

Duties and Responsibilities:

- Designated as Safety Officer II – Year 2021
- Designated as Safety Officer III – Year 2022
- Ensures the most effective recruitment, selection, deployment and compensation programs of the hospitals. This includes proper screening, interview, administration of exams, background and reference check, job ads.
- Conducts and administers the initial and final interview and examination for the assessment of all applicants before selection.
- Conducts exit interview and prepares all notices and related documentation for employee separation (resignation, termination, retirement).
- Ensures that all personnel action forms, which are submitted to accomplished hiring, promotion, salary changes, termination, leave of absence (including AWOL), benefit changes and all other personnel actions are reviewed in a timely manner for compliance with organization's policies and procedures.
- Ensures completeness of Headcount (Plantilla) on the basis of operational requirements and economic trends
- Formulates, recommends and implements company and employee relations policies, ensures that staff remains knowledgeable of HR policies and protocols in support of the review and processing of personnel action forms (including disciplinary procedure).
- Ensures accuracy in payroll of all employees and administration of benefits (including applicable government regulations on salary wages) to all entitled employees.
- Assists management in the promotion of a sound employer-employee relations and effective employee assistance.
- Discusses HR concerns with the Hospital Administrator, prepares interoffice memoranda for approval and distributes copies to all department heads of the hospital.
- Controls the maintenance of the personnel records (ZOI files); keeps the confidentiality of all employee and HR files and ensures that no information of every employee is taken out within the HR office.
- Monitors leave records, overtime requests and other attendance record.
- Responsible for all conduct/discipline and performance evaluation of all employees.
- Ensures that job descriptions and classification system are matched with fair and competitive pay structures.
- Assesses and determines training needs and activities; develops, runs and evaluates programs/modules to develop skills, enhance productivity and quality of work, improve employee morale and build loyalty to the company. Consultation with Administrator is done.
- Prepares budget for HR activities including reward and recognition program, which will direct in building an effective relationship between management and employees.

- One of the signatories in all HR forms including employment contracts and reports.
- Responsible for recruitment and selection, labor planning, attendance and timekeeping, salary benefits administration, training and development, administrative procedures and implementation, and labor relations (including employee contracts), law (Philippine Labor Law) and government regulatory agencies (DOLE).
- Regularly organizes and/or conducts within or departmental meetings whenever its necessary for continuous flow of communication and coordination
- Attends meetings and represents the company on any seminars and training conducted by Department of Labor (DOLE), People Management Association of the Philippines (PMAP) and other Human Resources-related invitations.
- Explains interoffice memoranda issued by Management to all branches and entertains inquiries and verification as to implementation.
- Coordinates grievance procedures to handle complaints resulting from disputes among employees, conducts dispute resolution to protect the company from costly litigation or other disruptions, advises and counsels management to prevent and when necessary, resolve disputes over labor issues.
- Evaluates performance of Human Resource Staff.
- Performs other functions and responsibilities, which may be assigned by the Hospital Administrator, President & CEO, and Board of Directors.

ADMINISTRATIVE/HUMAN RESOURCES STAFF - PROVINCIAL GOVERNMENT OF SOUTHERN LEYTE

July 2, 2015-June 30, 2016

Job Description:

- Formulates and develops a customized set of Psychological Test and IQ Test items used in the selection process and completes the interpretation of its results.
- Creates and develops a proposal for Employee Code of Conduct.
- Creates and develops proposal for internal Performance Evaluation or Performance Appraisal which is adapted from the 360 Degree Feedback/Survey.
- Provides qualified job candidates through the selection process by conducting job interview and administering tests.
- Ensures accurate and well-organized data or information management through proper record filing, record keeping, tracking, and monitoring.
- Creates attendance and leave trackers in excel format for tracking and monitoring purposes.
- Develops and revises office form/document that is the Notice of Violation for Vacation/Sick Leave Application and just recently the Accomplishment Report for Job Order employees.
- Revisions on the organization's certificates and forms: Certificate of Employment and Certificate of Summary of Leave Credits, and Accomplishment Report Form/Template.
- Proof reads and assesses the following items: Strategic Human Resource Plan, Career Development Plan and Merit Promotion Plan.
- Documents meetings and taking minutes during forums I make sure to be keen and detail oriented which are essential in getting the pertinent and relevant information.
- Promptly and politely answers phone calls, route to the right person or office when necessary and sincerely resolves inquiries in a timely manner.
- Accomplishes basic administrative tasks: filing, encoding, faxing, copying, scanning, welcoming and greeting personnel, officers, guests, and visitors,
- Assists any personnel with tasks whenever they need assistance.

TECHNICAL CONSULTANT - TELEPERFORMANCE PHILIPPINES, INC.

October 22, 2013-December 5, 2014

Job Description:

- Assignment: Technical Support to an Australian based Internet Service Provider - Telstra Bigpond.
- Voice calls. (Inbound and Outbound)
- Troubleshoots internet connection issues, basic computer and web email/email client (ex. Outlook) problems.

- Multi-tasks during the call: manages customer account information, apply updates and changes, answer inquiries, and resolve internet concerns or issues mostly at the same time.
- Handles large amount of inbound calls and execute outbound calls whenever a call back is required to fulfill complete resolution.
- Enhances analytical skills by identifying and assessing customers' needs to achieve service satisfaction.
- Builds sustainable relationships of trust through open and interactive communication with customers.
- Provides accurate, valid and complete information by using methods/tools properly.
- Meets personal/team sales targets and call handling quotas.
- Focuses on handling complaints, appropriate solutions and alternatives within the time limits and follows up to ensure complete resolution.
- Keeps records of customer interactions, process customer accounts and file documents with high confidentiality.
- Religiously follows communication guidelines, policies, and procedures.
- Takes the extra mile to provide excellent customer service.
- Treats each call as an opportunity to generate leads for possible referrals.
- Applies flexibility in challenging situations within the calls.

CUSTOMER SERVICE REPRESENTATIVE (FINANCIAL ADVISOR) - AEGIS PEOPLE SUPPORT

February 15, 2013-August 2013

Job Description:

- Assignment: Bank Teller (Financial Advisor) to an American based Banking Institution - SUNTRUST Bank.
- Voice calls (inbound and outbound).
- Extensive customer account data or information management: creation, updates and changes.
- Keen and detail-oriented quotation of the client's current and available account balance as well as his/her detailed credit/debit card activities.
- Processes/executes fund transfers, credit/debit card issuance and replacements, verifying bank statements, and assisting clients with basic online banking inquiries.
- Up-sells other basic banking products and services.
- Persuades prospective clients to open or enroll on additional accounts or services offered by the bank.
- Recognized and awarded for hitting high scores in Customer Satisfaction (CSAT) survey ratings.

CUSTOMER SERVICE REPRESENTATIVE (TECHNICAL AND SALES) - EXPERT GLOBAL SOLUTIONS (EGS)

January 25, 2010-January 10, 2013

Job Description:

- Assignment: Customer Service Representative - Billing/Collections Department for American Satellite Radio Service Provider (SIRIUS XM Satellite Radio).
- Extensive customer account data or information management: creation, updates and changes.
- Handles large amount of inbound calls and execute outbound calls whenever a call back is required to fulfill complete resolution.
- Multi-tasks during the call: manages customer account information, applies updates and changes, answers inquiry, and resolves internet concerns or issues at the same time.
- Provides general services such as: collecting payments either thru credit/debit cards and providing basic troubleshooting assistance in case the radio equipment encounters technical issues.
- Resolves customer's complaint by determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; and follows up requests to ensure resolution.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Up-sells/offers additional satellite radios and subscriptions to both new and existing subscribers.
- Able to hit the quota for selling more than thirty (30) radios in a month which resulted to additional incentives.
- Highlight of service is recognized and rewarded as one of the top agent in the said entire site.

TECHNICAL SUPPORT REPRESENTATIVE - SYKES ASIA, INC.

June 30, 2008-January 16, 2010

Job Description:

- Assignment: Technical Support Representative to American based Internet Service Provider - SOUTHEAST DSL.
- Voice calls (inbound and outbound).
- Formally trained to troubleshoot internet connection problems as well as basic computer applications such as email (web email/email client) issues utilizing different advanced tools.
- Extensive customer account data or information management: creation, updates and changes.
- Handles large amount of inbound calls and execute outbound calls whenever a call back is required to fulfill complete resolution.
- Recognized as one of the high performing agent/representative for getting high Customer Satisfaction (CSAT) survey ratings.

EDUCATION

CEBU NORMAL UNIVERSITY - CEBU CITY, PHILIPPINES

Master of Arts in Guidance and Counseling

Completed 36 Units out of 42 Units.

Undergraduate

UNIVERSITY OF SAN CARLOS - CEBU CITY, PHILIPPINES

Bachelor of Science in Psychology

Graduated

COMMUNICATION

Aiming for higher post. To provide effective administrative support and human resource services. Aiming to succeed in the field of effectively dealing with different clientele.

LEADERSHIP

Primary school/Captain Ball/Volleyball Varsity.

Platoon Leader/CAT

Managing/directing department heads/supervisors and personnel and staff

REFERENCES

MS. TINA CRUZ ESPIRITU

College Instructor/Mentor-University of San Carlos

ATTY. CHEN CATARMAN-ABREA

City Tourism Office, Maasin City, Province of Southern Leyte

0917 328 8025

MR. JESSE QUILANTANG

Retired Government Employee-Former Provincial Administrator-Province of Southern Leyte

0917 630 2289

**TRAINING/S;
SEMINAR/S;
WORKSHOP/S;
ORIENTATION/S;
RECOGNITION/S**

Certificates of COMPLETION:

1) CEBU CHAMBER OF COMMERCE AND INDUSTRY (CCCI)-ASSESSMENT, CERTIFICATION, & ACCREDITATION SERVICES (ACAS), "Training for Technical Experts in Basic Qualification Certification (BQC) Assessment Package Development for the Seafood Processing Sector", on February 21-22, 2023.

- 2) AVIE TRAINING AND CONSULTANCY SERVICES, "8 HOUR-HAZARD IDENTIFICATION, RISK ASSESSMENT AND CONTROL TRAINING" on August 26, 2022.
- 3) AVIE TRAINING AND CONSULTANCY SERVICES, "40 HOUR-LOSS CONTROL MANAGEMENT TRAINING" on August 22-25, 2022.
- 4) INTERNATIONAL SEMINAR WORKSHOP ON LEADERSHIP SKILLS BUILDING FOR NON-TEACHING PERSONNEL FOR THE BETTER NORMAL on April 30, 2022 to May 2, 2021.
- 5) AVIE TRAINING AND CONSULTANCY SERVICES, "40 HOUR-BASIC OCCUPATIONAL SAFETY AND HEALTH TRAINING" on March 22-26, 2021.

Certificates of APPEARANCE:

- 1) DEPARTMENT OF LABOR AND EMPLOYMENT-NATIONAL WAGES AND PRODUCTIVITY COMMISSION-Regional Tripartite Wage and Productivity Board VIII "Public Consultation on Minimum Wage Determination for Industry Workers and Kasambahay at Maasin Country Lodge and Restaurant, Maasin City, So. Leyte on August 24, 2023."
- 2) TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY, Southern Leyte Provincial Office, Purpose "Attended the World Café of Opportunities (WCO)" on August 27, 2019.
- 3) DEPARTMENT OF HEALTH, Eastern Visayas Center for Health Development, Provincial DOH Office, "Provincial Consultative Workshop on Health Care Provider Network with Public Private Partnership for Southern Leyte" on March 13, 2019
- 4) CITY INVESTMENT PROMOTION AND TOURISM, City of Maasin, Purpose "First City Government Sponsored Job Fair" on August 13, 2018.
- 5) PHILIPPINE HEALTH INSURANCE CORPORATION, MAASIN SERVICE OFFICE, "Employer's Forum", on October 25, 2018.
- 6) DEPARTMENT OF LABOR AND EMPLOYMENT, Southern Leyte Field Office, "ISTIV-PAP Training/Productivity Training" on July 12, 2018.
- 7) DEPARTMENT OF LABOR AND EMPLOYMENT, Southern Leyte Field Office, "Public Consultation on the Minimum Wage in Region VIII" on March 22, 2018.
- 8) TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY, Southern Leyte Field Office, "National TVET Enrollment Day and Jobs Bridging" on February 28, 2018.
- 9) PHILIPPINE HEALTH INSURANCE CORPORATION, Region VIII, "RONDA OPISINA-EMPLOYERS' FORUM CY2017" on May 18, 2017.
- 10) PROVINCIAL HEALTH SERVICES OFFICE "Orientation on Lactation Management" on January 19, 2017.
- 11) DEPARTMENT OF HEALTH, Regional Office VIII, "Dialogue Meeting with Level I Hospitals' Key Personnel" on November 22-23, 2016.

Certificates of ATTENDANCE:

- 1) TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY-SOUTHERN LEYTE PROVINCIAL OFFICE, "2023 World Cafe of Opportunities" in connection with the TESDA 29th Anniversary and National Tech-Voc Day Celebration held on August 24,

2023 at Town Center (Puregold), Sogod. So. Leyte.

2) DEPARTMENT OF LABOR AND EMPLOYMENT, NATIONAL WAGES AND PRODUCTIVITY COMMISSION, Regional Tripartite Wage and Productivity Board VIII, "ISTIV-PAP Training" on April 12, 2018.

3) PHILIPPINES MEDICAL ASSOCIATION, UNILAB CME CENTER, "Building Institution through Customer Service Satisfaction" Seminar-Workshop on March 8, 2017.

4) PHILIPPINE HEART ASSOCIATION, INC. & PHILIPPINES COLLEGE OF CARDIOLOGY, Council on Cardiopulmonary Resuscitation in collaboration with PHA Eastern Visayas Chapter, Department of Tourism, Living Hope Hospital, Inc., for attending "THE HANDS-ONLY CPR WITH AED" on January 11, 2017.

5) PROVINCE OF SOUTHERN LEYTE, Office of the Provincial Governor, "Education Exposure Trip at the Southern Leyte Provincial Research and Extension Center" on September 11, 2015.

Certificates of RECOGNITION:

1) Virtual Orientation on National Policy on Patient Safety in Health Facilities, Health Facility Development Unit, DOH, Government Center, Palo, Leyte on May 18, 2021

2) INTERNATIONAL SEMINAR WORKSHOP ON LEADERSHIP SKILLS BUILDING FOR NON-TEACHING PERSONNEL FOR THE BETTER NORMAL on April 30, 2022 to May 2, 2021.

3) DEPARTMENT OF EDUCATION, Region VIII, Schools Division of Maasin City, Maria Clara Integrated School, "Guest Speaker during the Conduct of School-Based In-Service Training (INSET) Plan" on March 17, 18, and 19, 2021.

4) DEPARTMENT OF EDUCATION, Schools Division Office, Lunas National High School, "Keynote Speaker" on February 7, 2019.

5) DEPARTMENT OF EDUCATION, Schools Division Office, Lunas National High School, "Most Supportive Stakeholder" on December 14, 2018.

6) SAINT JOSEPH COLLEGE ALUMNI FOUNDATION, INC., for winning "2nd Place in the Dance Competition on 2017 SJC Alumni Homecoming" on February 11, 2017.

7) PSYCHOSOMATHERAPIA & FAMILY ADOLESCENTS CHILDREN EDUCATIONAL THERAPEUTIC CENTER INC., "Gestalt Oriented Counseling and Psychotherapy Across Lifespan Development" on March 7, 2015.

8) TELEPERFORMANCE-TELSTRA "OUTSTANDING COMMITMENT to EXCELLENT CUSTOMER SERVICE" awarded on May 17, 2014.

Certificates of PARTICIPATION:

1) DEPARTMENT OF TRADE AND INDUSTRY, SOUTHERN LEYTE, "Seminar on Food Product Development", August 31, 2023, 8:30-4:00PM at the Center for Organic and Natural Food Research (CONfor), Southern Leyte State University (SLSU), Sogod Campus, San Roque, Sogod, So. Leyte.

2) "TRAINING FOR TECHNICAL EXPERTS IN BASIC QUALIFICATION CERTIFICATION (BQC) ASSESSMENT PACKAGE DEVELOPMENT FOR THE SEAFOOD PROCESSING SECTOR", held on February 21-22, 2023 at the Cebu Chamber Center, Cor. Commerce and Industry Sts., North Reclamation Area, Cebu City

3) INTERNATIONAL SEMINAR WORKSHOP ON LEADERSHIP SKILLS BUILDING FOR NON-TEACHING PERSONNEL FOR THE BETTER NORMAL on April 30, 2022 to May 2, 2021.

4) DEPARTMENT OF LABOR AND EMPLOYMENT "Reactivation of Southern Leyte PTIPC, POSHNet & HRT-ITC Cum-Orientation/Seminar on Current DOLE Issuances" on December 16, 2016.

5) PHILIPPINE RED CROSS, "MILLION VOLUNTEER RUN 3", Run for a cause on February 6, 2016.

6) ASSOCIATION FOR THE ADVANCEMENT OF HUMANISTIC PSYCHOLOGY, "Three Seminar Series: ADVENTURE PROGRAMMING, GESTALT DREAM ANALYSIS & USING FAIRY TALES IN GESTALT ANALYSIS" on March 22, 2014.

Certificates of APPRECIATION:

1) MARIA CLARA INTEGRATED SCHOOL, Maria Clara, Maasin City, Southern Leyte "Resource Speaker during the Career Orientation Program for Grade 10 Learners" S.Y. 2021-2022 given on the 25th of April 2022.

2) MAASIN CHRISTIAN ACADEMY "Work Immersion Partner Institution Supervisor of Senior High School Students" S.Y. 2018-2019 given on the 28th of March 2019.

3) MAASIN CHRISTIAN ACADEMY "Work Immersion Partner Institution Supervisor of Senior High School Students" S.Y. 2017-2018 given on the 28th of March 2018.

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