

# KHAREEN MADJUS

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## PROFESSIONAL SUMMARY

Results-driven professional with a passion for arts and expertise in administration, team leadership, and customer service. Skilled in employee onboarding, documentation, and strategic collaboration to enhance operational efficiency, foster creativity, and drive organizational growth.

## SKILLS



### HR Administration

Comprehensive experience in employee onboarding, background checks, policy development, and documentation management.



### Design and Multimedia

Proficient in graphic design, video editing, and content creation using tools such as Canva, SketchUp, Adobe Creative Suite, and CapCut.



### Strategic Planning

Expertise in supporting marketing strategies and collaborating with cross-functional teams.



### Team Leadership

Skilled in performance management, quality assurance, and cultivating high-performing teams.



### Attention to Detail

Strong focus on process accuracy and compliance with quality standards.



### Organizational Skills

Adept at process optimization and efficient record-keeping.



### Communication

Effective in team collaboration, conflict resolution, and employee engagement.



### Customer Service

Experienced in client interaction, issue resolution, and service quality monitoring.

## EXPERIENCE

### Team Leader - Patient Chart & HR Chart

Virtual Staffing Solutions | November 2024 - January 2025

- Led a team to achieve performance goals and maintain accuracy in tasks
- Conducted training, monitored progress, and provided coaching.
- Prepared reports and implemented action plans for improvement.

### HR Admin Supervisor

Virtual Staffing Solutions | March 2023 - November 2024

- Led onboarding processes for new hires, ensuring timely completion of pre-employment requirements.
- Maintained accurate and up-to-date 201 employee files, enhancing record-keeping efficiency.
- Partnered with Recruitment and Digital Marketing teams on strategic initiatives to drive business growth.
- Conducted background checks to support hiring decisions and policy compliance.
- Assisted employees with HR-related concerns and policy interpretation.

### Team Leader - Healthcare Account

Virtual Staffing Solutions | September 2022 - March 2023

- Supervised a team of 10-15 agents, driving performance improvements and exceeding client metrics.
- Monitored customer service quality through call evaluations and feedback sessions.
- Fostered a culture of continuous learning and professional development within the team.

### Customer Service Representative - Healthcare Account

Virtual Staffing Solutions | August 2021 - September 2022

- Achieved recognition as the “**Top Agent**” for the year 2022.
- Delivered outstanding customer service by providing accurate information about healthcare benefits.
- Addressed and resolved customer concerns, ensuring compliance with regulatory standards.

## EDUCATION

- Bachelor of Secondary Education - Cum Laude  
Eastern Visayas State University

# DESIGN PORTFOLIO

Below are some of my design works. You can access my Online Portfolio using this link for full details: <https://khareenmadjus26.my.canva.site/>



**Company Event Logo.** A custom logo created for the “Sportsfest and Family Day” company event. The logo was used across event materials to establish a cohesive, vibrant brand for the event.



**Top Performer’s Event Collateral.** A promotional collateral designed for the company’s Top Performers event, crafted to highlight and celebrate the achievements of outstanding employees. The design was used for social media posting and internal communications, reinforcing the event’s prestige and motivation.

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