

MARY CLAIRE MACARIOLA- CARLON
HUMAN RESOURCES & ADMINISTRATIVE PROFESSIONAL

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PROFESSIONAL SUMMARY

- Professional Life and Mental Health Coach, Certified by Global Institute for Coaches and Entrepreneurs, Texas, USA.
- Dynamic and detail-oriented professional with the necessary skills to manage business relationships, provide exceptional customer service and discreetly handling confidential matters.
- Success oriented nature with the ability to organize and prioritize workloads. Capable of managing multiple clients and projects simultaneously.
- Utilize analytical, quantitative and qualitative skills to develop compelling programs, reports and presentations.
- More than 15 years of experience in Human Interaction and Human Resources, Business Development and Administrative Management. With exposure to the international markets. Well-rounded in customer service, cross-functional collaboration and resource management.
- Expertise in handling multiple tasks by prioritizing tasks depending on urgency to maintain quality.
- Proficient in MS Office: Word, Excel, PowerPoint, Outlook, Publisher
- General IELTS average score of 7.5

Areas of Expertise:

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| • HR Planning, Policies & Procedures | • Team Leadership |
| • 360° Recruitment | • Administrative Management |
| • Compensation and Benefits | • Professional Correspondence |
| • Account Management | • Personnel Management/ER |
| • Contract Management | • Training and Development |
| • Statutory Compliance | • Organizational Development |
| • Business/Client Development | • Time Management |
| • Sales and Marketing | • Strong Communication |
| • Analytical Thinking & Planning | |

EDUCATION AND QUALIFICATIONS

MASTER OF MANAGEMENT IN BUSINESS MANGEMENT

pursuing

Visayas State University

MASTER'S IN PUBLIC ADMINISTRATION

pursuing

College of Maasin (Online)

IMBA – INTERNATIONAL MASTER IN BUSINESS ADMINISTRATION

September 2020

Einstein University de London (Online)

BACHELOR OF SCIENCE Major in PSYCHOLOGY

October 1999

Southwestern University, Cebu City, Philippines

FRANCISCAN COLLEGE OF THE IMMACULATE CONCEPTION

1994

Secondary

Life & Mental Health Education and Support for Life Coaches Global Institute for Coaches and Entrepreneurs, Texas, USA	2021
IELTS Exam, British Council, Singapore Overall average 7.5	2020
Oral Communication and Conversational Fluency University of the Philippines Open University	2019
BASIC CERTIFICATE IN HUMAN RESOURCE MANAGEMENT Singapore Human Resource Academy, Singapore (completion date: June 2012 Grade: A)	2012
APPLY ADULT LEARNING PRINCIPLES AND CODE OF ETHICS Singapore Training and Development Association	2013
OCCUPATIONAL SAFETY AND HEALTH PROFESSIONAL	2013
OCCUPATIONAL SAFETY AND HEALTH TRAINER (Train-The-Trainer) • OSHA Academy	2013
Certificate of Employment Intermediaries (CEI), Singapore; Registered EA Personnel No: R1108126,	

AFFILIATIONS

Brand Ambassador – Global Institute for Coaches and Entrepreneurs, Texas, USA
Member – People's Management Association of the Philippines (PMAP)
 The Premier Organization of HR Professionals and People Managers
Member – Life Coaches Toastmasters Club International
Member – International Federation of Business and Professional Women (BPW)
Member _ Lions International (Ormoc Crystal Lions Club)

PROFESSIONAL EXPERIENCE

Life and Mental Health Coach Freelance	April 2021 to Present
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- Equip clients with mental frameworks and regulatory techniques to lead well-rounded, enriching lives.
- Elucidate clients' goals, identify salient resources and impediments, and then collaborate to produce actionable ideas that foster goal actualization

Ennovatez Pte Ltd Human Resources/Recruitment Manager	January 2013 to December 2020
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HR Administration

- Abreast with Immigration matters and Ministry of Manpower work permit policy and Employment Pass, S Pass and related passes application process.
- Compensation and Benefits – monitoring and tracking employees leaves and benefits, computation of employee's salary.
- Processed of Employment Pass (Visa) and Letter of Consent.
- Employee Relations: facilitate employees' requests on claims and leave related; mediate between employees on management for work related issues and concerns.

Recruitment Management

- Led a team of recruiters and offshore researcher.
- Sourced qualified candidates, through headhunting, portals, and existing database.
- Received and reviewed applications, managed interviews of shortlisted candidates.

Contract Management

- Drafted contract as per agreed terms and conditions with client.
- Contract management and post offer management.
- Ensured contract commitments are fulfilled within cost targets, contract profit and revenue growth.

Business Development and Accounts Management

- Handled sales and marketing activities such as but not limited to cold calling, Facebook boosts, LinkedIn contacts, mass emails and follow ups.
- Relationship management with existing clients, meet potential and existing clients to understand requirements and to deliver results within agreed timelines.
- Advised clients on possible solutions on challenging requirements.

Administrative Management

- Handled external correspondence and meetings.
- Liaised with building management for any office concerns.
- Liaised with Government Agencies such as Ministry of Manpower and Immigration.
- Managed office stationaries and pantries.

Achievements:

- Successfully served renowned clients like Alibaba, Alipay, AntFin, EMC, HP, Pactera, Infineum and FMC.
- Successfully signed engagements with major clients in the IT Industry, Oil & Gas, Engineering and Construction.
- Slashed payroll/benefits administration costs 30% by negotiating salaries, while ensuring the continuation and enhancements of services and less turn-over.
- Over succeeded quarterly and yearly target for recruitment sales.

Mystic Global Pte Ltd Recruitment Consultant

November 2010 to November 2012

- Managed company's existing accounts and prospect for new clients in the IT, Oil & Gas, Engineering, Healthcare, Construction, BFSI and Manufacturing industries through performing cold calling and understand the business clients are in.
- Led a team of Recruitment Consultants to ensure quality profiles to be sent to clients.
- Performed candidates search, screening applications and shortlist suitable candidates.

HR Administration

- Applied/Cancelled Pass and Letter of Consent with Ministry of Manpower, Singapore.
- Reviewed, updated, and maintained proper filing of 201 Files.
- Conducted initial interview for consultant applicants.

Achievements:

- Successfully closed positions for MNC clients in Oil & Gas, Healthcare, Construction, Banking and Finance, and Information Technology.
- Reactivated dormant clients and has created new clients.
- Awarded "Director's Choice Award in Q3 and Q4 – 2011" for excellent performance which contributed to company's growth.
- Awarded "Outstanding Recruiter Q1-and Q2 2012".

Metro Ormoc Community Cooperative (OCCCI) returnee Section Head (Institutional Services Dept.- Human Resource and Membership Development)

April 2008 - January 2010

Human Resources Information Systems (HRIS) and Human Resource Administration.

- Maintained the HR database; Update 201 file records up to date in a timely manner.
- Facilitated New Employees Program from the Orientation, Signing of Joining Letter, Employment Contract and other Admin matters.
- Implemented and updated employee and management policies /handbooks or manuals.
- Experienced in Performance Management in analyzing, developing new performance evaluation solutions.
- Developed, evaluates, and updates the job description of each position reflected in the approved Table of Organization and furnish a copy to position-holder and immediate superior.

Training and Development

- Developed Training & Development programs; conducted Training Needs Analysis (TNA) for career pathing and career advancement.
- Scheduled participants into training sessions and track participants and training records.

Compensation and Benefits Administration

- Assisted employees with any benefit claim, issues, or concerns.
- Participated in at least one salary survey per year.

Recruitment

- Reviewed and approved ads in places appropriate to the open position including college career services offices, print media, professional associations, and on the company's Web site.
- Developed and Executed Recruiting Plan and work with hiring managers on recruiting planning.
- Built networks to find qualified passive candidates and utilize the Internet for recruitment.

Employee Relations, Mobility and Relocation

- Assisted in the development and implementation of an employee handbook and new personnel policies and procedures.
- Effectively handled cost projections, assignment management and relocation of employees to other branches in different areas.

Cooperative Membership Development

- Conducted orientation. Designed and implemented members livelihood trainings and seminars.
- Designed and implemented programs for the increase and retention of members.
- Coordinated with government agencies and other private sectors in the implementations of programs to help uplift the livelihood of cooperative members.

Achievements

- Successfully conducted training sessions for new employees.
- Conducted applicant screening and short listing as the Employee Relations Specialist
- Has lower down the incidence of turn over.

Mater Divinae Gratiae College, Dolores, Eastern Samar

June 2007- March 2008

Guidance Counselor

- Full time institutional counselor of the Guidance Center.
- Conducted Training Needs Analysis for faculty, staff and students Create Training Modules
- Fostered unity and cooperation with the administration, faculty, staff, maintenance, students, pupils and their parents.

Achievements:

- Formulated the guidance manual.
- Minimized the incidence of teacher-parent-student dispute.

Metro Ormoc Community Cooperative, Ormoc City

June 2006 – May 2007

HR Assistant

- Established and maintained computer records, including recruitment files and tests, general files and other information on attendance cards, and maintain confidential employee information and records.

Saint Peter's College, Ormoc City

June 2005 to April 2006

Guidance Counselor

- Full time counselor of the Guidance Department with faculty status.
- Coordinated extra-curricular activities of the college unit.
- Fostered unity and cooperation with the faculty and students.
- Counseled college students as well as members of the faculty.
- Served as Instructor and Guidance Counselor in the Academic Institution.

Guidance Psychometrician

September 2004 to May 2005

- Prepared the guidance test schedule for the three units: Grade school, High School and College.
- Administered, scores, interprets standardized tests (Stanford Achievement Test and California Achievement Test) for regular testing and entrance examination.

Achievements:

- Successfully conducted SAT examination for incoming College Students and applicants for teachers and school administrators.
- Efficiently assisted the creation of charitable institution for under privileged, Sanctus Vincensus Scholarship Foundation (SVSF) with Benedictine sisters and Board of Directors.

PERSONAL INFORMATION

Date of Birth : 11 August 1978
Age : 43 years old
Place of Birth : Tagbilaran City, Bohol
Marital Status : Separated
Citizenship : Filipino
Height : 1.5m
Weight : 55 kg
PAG-IBIG ID NO. : 170000784928
PHILHEALTH NO. : 12-025084750-0
SSS NO. : 06-1797270-9
TIN NO. : 918-357-415
Religion : Roman Catholic
Name of Father : Prisco Borromeo Macariola Jr (Retired Government Employee))
Name of Mother : Pacita Jandoc Macariola (Deceased)
Home Address : El Prisco, Bunga, Baybay City, Leyte 6521 Philippines
