

# RICHARD M. PARRILLA

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**OBJECTIVE:** Optimizing my strengths, skill sets and competencies, while broadening my experience and exploring a wide range of opportunities for career growth and personal development

## EDUCATIONAL ATTAINMENT:

1999 – 2003	DLS – College of Saint Benilde Taft Avenue, Manila Bachelor of Science in Business Administration Major in Human Resource Management
1995 – 1999	Saint Benedict College Alabang, Muntinlupa High School Diploma
1986 – 1995	Benedictine Abbey School Alabang, Muntinlupa Elementary Diploma

## JOB EXPERIENCE:

**Nov 2019 – Dec 2020 Human Resources Manager**

**Nacoma Services Inc. (Pinnacle)**

*17/F RCBC Plaza, Buendia cor. Ayala Ave., Makati City*

- Ensure planning, monitoring and appraisal of employee work results by training managers to coach and discipline employees; scheduling management general meetings with employees; hearing and resolving employee grievances; counselling employees and supervisors
- Maintain employee benefits programs and inform employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; designing and conducting educational programs on benefit programs
- Ensure legal compliance by monitoring and implementing applicable human resource requirements; conducting investigations; maintaining records; representing the organization at hearings
- Maintain management guidelines by preparing, updating and recommending human resource policies and procedures
- Maintain human resource staff by recruiting, selecting, orienting and training employees
- Maintain human resource staff job results by counselling and disciplining employees; planning, monitoring and appraising job results

**Oct 2018 – Apr 2019 Manager, Human Resources (HR Operations)**

**Oriente Express Techsystem Corporation (CASHALO)**

*16/F World Plaza Bldg., 5<sup>th</sup> Ave., BGC, Taguig City*

- Overall point of contact for transactions related to HR Operations which covers Payroll and Compensation & Benefits
- End to end payroll process; from timekeeping entries, to payroll instructions and payroll register review then to bank uploading
- Initiates and review monthly incentive payout for mass seats
- Review and payout of Final Pay for separated employees
- 13<sup>th</sup> month payout and Tax Annualization exercises
- Ensures compliance to annual reports to DOLE
- Works with OSH team to ensure compliance of the company with OSH standards
- Oversees administration of company initiated and government mandated benefits
- Serves as a custodian of the Employee Masterlist which is one true source of HR data
- Creates routine and non-routine analytical reports for local and regional office updates and reporting
- Documentation of HR processes in relation to the Process Standardization drive

**Aug 2016 – Dec 2016 Process Manager**

**Dec 2016 – Mar 2018 Sr. Manager, HR Shared Services**

**ServiceSource International Phils. Inc.**

*31/F Net Park Bldg, 4<sup>th</sup> Ave, BGC, Taguig City*

- Oversees HR Admin transactions which covers the employee's life cycle (onboarding, movements & separation) on a global scale
- Oversee Payroll activities involving APJ and EMEA regions, including review and approval of payroll reports
- Oversee Global reporting transactions
- Initiate process improvement for HR related processes through calibration, documentation up to roll-out
- Review and initiate payment request for US Benefits related billings
- Serves as the main POC for PH benefits (HMO & GLI), including government related benefits (SSS, Philhealth & Pagibig) and income taxes
- Actively participates in all audit related activities
- Ensure compliance with the annual statutory labor reports
- Creation and maintenance of HR related documents with implementation of document control management
- Create and propose compensation package for new hires on G&A positions based on salary ranges while ensuring internal equity is maintained
- Serves as the 2<sup>nd</sup> level escalation point, provide immediate resolution to issues and implement additional measures for prevention

Sep. 2011 – Apr 2014 **Lead, Talent Management**  
Apr. 2014 – Apr 2015 **Sr. Lead, Talent Management**  
Apr. 2015 – Aug 2016 **Manager, HR Shared Services**

**Teleperformance, Inc. (formerly Aegis PeopleSupport, Inc.)**

*3/F PeopleSupport Center, Ayala Ave. cor Buendia St., Makati City*

Compensation & Benefits Strategy Management

- Implement the annual merit increase mechanics or design
- Create & implement compensation & benefit policies
- Monitor and implement the organization's salary structure
- Ensure restrictions in the access of salary structure and compensation survey results
- Review and advise on pay adjustments and pay plans based on established guidelines
- Create tools and frameworks of compensation and benefits systems for facilitation and implementation of compensation and benefits programs

HR Policies and Procedures Advisory

- Work closely with process owners in establishing, reviewing and improving HR processes and ensuring its documentation
- Provide recommendations to process owners in line with efficiency of procedures and with the direction of the Company
- Provide recommendations to ensure that all policies and procedures are aligned to local labor laws, compliance standards, company policies, internal audit reports and other regulatory requirements
- Document or revise HR policies and procedures including forms and templates
- Develops the FAQ Sheet to guide the HR Team in addressing queries related to HR policies and procedures
- Ensure that finalized policies and procedures have been reviewed and approved by involved units
- Coordinate with the intranet administrator in ensuring that the intranet HR page is updated on applicable HR policies and procedures (new or revised)
- Calibration sessions with process owners regarding the updates/revisions in the related processes
- Check alignment of HR documentation in all sites
- Maintain database of all HR policies, procedures, forms, and templates
- Determine the access level and distribution list of HR documents

Document Control Management

- Proper implementation of the project and maintenance of intranet site to make certain that all documents are updated
- Ensure that all HR Documents are in accordance with the HR Processes
- Convert newly created documents to DCM format for uniformity and impose proper controls to prevent unnecessary modifications by the users
- Coordination with process owners and appropriate approvers for the revision of forms/templates
- Ensure that obsolete documents are withdrawn from all points of issue or use

#### HR Analytics

- Generate analytical and non-routine reports required by the projects
- Create clear and comprehensive reports, instructions, and training materials (if needed)
- Work effectively and independently on assigned projects and meet established priorities and project schedules
- Assist in the Development of existing reports related to Human Resource data and information

#### HR Mobility

- Continuous coordination with business partners for employees due for relocation and visa transactions (renewal, new application and extensions)
- Maintenance of expat employee database for continuous monitoring of their visa status

Oct. 2007 – Sep. 2011 **Specialist, Talent Acquisition (Corporate Recruitment)**

#### **Aegis PeopleSupport, Inc.**

*3/F PeopleSupport Center, Ayala Ave. cor Buendia St., Makati City*

*Responsible for implementing various recruitment processes to fulfill the staffing requirements for non-agent positions of the corporate organization and ensuring that required qualifications are met*

- Source candidates for each open positions as well as leverage online recruiting sources and in-house applicant tracking systems to identify qualified candidates
- Conducts screening interviews then prepares assessment for corporate candidates from rank and file, including multi-lingual agents, to managerial level
- Manage all scheduling and logistics of all interviews between the candidates and hiring managers
- Conduct reference checks and make hiring recommendations
- Prepare/administer contracts and offer letters to successful candidates
- Perform administrative tasks to complete candidates' on-boarding process
- Develop and maintain strong working relations with applicants, hiring managers and recruitment partners
- Maintain accurate and well-ordered documentation on all candidates, searches, hiring manager interactions, and other recruiting activities to ensure a safe and thorough audit as required
- Prepares weekly and monthly recruitment statistics for reporting purposes and provide offer letter to successful candidate chosen

May 2006- Oct. 2007 **Product Trainer**

#### **Advanced Contact Solutions, Inc.**

*3/F Asian Plaza Building Buendia Ave., Tordesillas St., Makati City*

- Facilitates Product Specifics Training for new hire employees
- Facilitates training sessions for certified agents for updates and changes in

- processes
- Attends to conference calls with clients
- Creates weekly and monthly reports

June 2004- May 2006 **Recruitment Associate**

**Advanced Contact Solutions, Inc.**

*G/F Asian Plaza Building Buendia Ave., Tordesillas St., Makati City*

- Conducts initial interviews for rank & file and supervisory positions (HR, IT, QA, Training, etc.)
- Sourcing and Initial Screening of applicants
- Conducts phone and initial interviews
- Coordinates with requesters and applicants for interview schedule and training demos
- Redesigned HR Recruitment Procedures
- Facilitator for Job Fairs
- In-charge of Hiring and Monitoring of the trainees for a certain account
- Prepares Quantitative Reports

Oct. 2003- May 2004 **HR Assistant**

**Zuellig Pharma Corporation**

*Zuellig Building, Malugay St., Makati City*

- Assistance on sourcing process for all Rank & File and Supervisory positions
- Test administration, Scoring and Interpretation of Psychological Exams (Aptitude and Personality)
- In charge of payroll initialization process
- 201 file preparation
- Pre- employment requirements follow-up
- Coordination with nationwide requisitioners for sourcing, testing, interview schedules and physical examinations
- Maintenance of Recruitment supplies and Test Materials
- Redesigned HR recruitment forms

**SEMINARS/ TRAININGS ATTENDED:**

May 2006	Verizon DSL Product Training – Advanced Contact Solutions
April 2006	Professional Training Delivery – Advanced Contact Solutions
November 2008	Behavioral Interviewing Workshop – PeopleSupport
November 2008	Excel 101 Training - PeopleSupport
November 2008	Strategic Accent Reduction Training – PeopleSupport

**CHARACTER REFERENCE:**

Available upon request