

SARAH MAE B. OLIVAR
55 Changi Road
+65 88729876
saraholivar@yahoo.com



Summary of Competencies

- Human Resource Professional with working experience in IT and Shipping industries.
- Proven ability in recruitment, payroll, process management, training and development, coaching, resolving HR issues, crew welfare and career progression.
- With Leadership and Management experience of handling team responsible in various support and crewing functions of Marine HR.
- Knowledgeable in use of HR systems, SAP, Manpower Analysis Planning System.

Working Experience

Junior Crew Management Partner
V. Ships Asia Group Pte Ltd
August 2020 – Present

Responsibilities:

- Managing and strengthening relationships with the technical team in Ship Management organization
- Ensure all needs in respect of crewing and crew competence is delivered to the Fleet Manager's and the customer's satisfaction
- Function as point of contact in escalation of all crew matters between the Fleet Managers and Crew Management
- Support the team in managing the crew in respect of on-board performance and procedures
- Schedule and report regular service performance and budget reviews and recommend actions to support continuous improvement
- Actively participate in emergency situations and be the close coordination point into the crew management centre and other relevant Group departments
- Assure prompt actions and resolutions are taken upon customer complaints and responded to according to the expectations of the customer

Key Results:

- Lead the successful take-over of vessels entering management happening almost at the same time by managing the crewing teams in setting goal, overcoming hurdles to ensure successful embarkation of required crew

Senior Crew Operator
A. P. Moller Singapore Pte Ltd.
December 2018 – July 2020

Responsibilities:

- Managed the officers and crew onboard vessels part of the Maersk Line fleet
- Evaluate performance appraisal of sea staff to endorse promotion and required trainings/experience for career progression
- Promote effective, timely and close interaction between colleagues at sea & shore through continuous dialogue and vessel visits.
- Ensure to conduct work activities in a manner that protects the health and safety of fellow employees, and that the vessel operations and employees do not harm the health and safety of others
- Act as a leader and a role model for the Fleet crew operators by improving efficiency and drive in the team in daily operations.
- Improve team productivity by constantly looking for areas for improvement and efficiency
- Ensure Marine HR policies and processes are implemented for all sea-staff

Key Results:

- Played a key role in the transition of Crewing team from Manila to Singapore by providing training to all new team members
- Successful implementation of key performance indicators for operations i.e., forward planning, pool management
- Reviewed performances of senior officers and initiated promotion to Senior Ranks to meet the promotion target for seafarers monthly
- Collaborated with stakeholders to resolve issues; determine the root causes of errors, follow up with staff and set up action plans to prevent recurrence and share the same with the stakeholders

Crew Support Manager

Maersk Crew Management Services Philippines, Inc
November 2017-November 2018

Responsibilities:

- Manage a team handling various support functions for Crew Operations – Catering Management, Drug and Alcohol, Catering Planning and New Building and Investment vessels planning
- Ensure individual team member's professional development through regular coaching, feedback, and performance management
- Manage internal Crewing processes and train employees on such procedures to ensure alignment with relevant stakeholders and compliance with the International Safety Management (ISM) Code

Key Results:

- Simplified existing procedures under the Personnel functions of Ship Management to align with the objective of the company in process simplification for seafarers and shore department
- Successfully implemented a demand-based catering planning process
- Business Process Owner in the development, testing, and successful implementation of marine HR/crew planning system upgrade
- Spearheaded the Travelling Cooks project that aims to improve the competency of catering staff sailing on Maersk Line vessels through proper training, assessment, and development of cooking skills and knowledge in multinational cuisines
- Supported the successful integration of Maersk Line and Hamburg Sud through various project / tasks participation such as buddy system and procedure alignment
- Lead the Crewing team in ensuring standard, quality data are fed into the crewing system for a smooth integration with company integration

Fleet Coordinator

Maersk Crew Management Services Philippines, Inc
December 2016-November 2017

Responsibilities:

- Ensure to conduct work activities in a manner that protects the health and safety of fellow employees, and that the vessel operations and employees do not harm the health and safety of others
- Act as a leader and a role model by improving efficiency and drive in the team in daily operations
- Ensure all processes are performed as per deliverables
- Collaborate with stakeholders to resolve issues, determine the root cause of errors; follow up with staff and set up action plans to prevent recurrence and share the same with stakeholders
- Provide training to teams and operational support

Key Results:

- Drive and supported the team to meet operational KPIs by ensuring weekly and monthly performance monitoring and preparing action plans to improve results
- Played a key role in developing reports to help in ensuring data quality management of the system to assist in correct payroll computation
- Managed the team for two months, and ensured deliverables are met

Fleet Crew Operator

Maersk Crew Management Services Philippines Inc
October 2011-March 2014

Key Results:

- Managed the long-term planning of ML-officers and ratings in coordination with local manning offices
- Ensured adequate manning of ML-vessels at all times
- Responsible for coordination of vessel operations and all tasks related to embarkation and disembarkation of seafarers on vessels
- Responsible for updating and maintaining records and data into the personnel/planning system
- Responsible for promoting career development of sea staff

Fleet Crew Assistant

Maersk Crew Management Services Philippines Inc
January 2011-October 2011

Duties and Responsibilities

- Assist to establish and maintain an effective cost control on all activities under your responsibility
- Responsible for the smooth handling of crew changes
- Responsible for ensuring validity of sea staff documents / certificates
- Effectively strengthen and maintain a closer interaction between our colleagues at sea & shore through a continuous dialogue and vessel visits
- Assist with all Fleet Personnel activities

HR Assistant

Philippines Transmarine Carriers
Inc. July 2010-January 2011

Duties and Responsibilities

- Support the recruitment process through coordinating testing activities, conducting initial interview and assessment, and encoding and filing test results
- Manage information in the Timekeeping System through regular uploads of daily time records, monitoring and recording filed leaves, overtime applications, official business, and preparing tardiness report for all employees
- Other related tasks assigned from time to time

HR Staff

Integrated Computer Systems
Inc. September 2009 – July
2010

Duties and Responsibilities:

- Assisted in sourcing for applicants: job ads, school coordination, job fairs etc.
- Assisted in handling technical and admin recruitment
- Coordination for testing activities; schedules, test administration and checking
- Conducts initial interview to shortlisted applicants
- Assessment of applicants
- Encoding of test results and filing
- Other administrative support duties that may be assigned
- Conducts reference/background check for applicants

Educational Background

Tertiary Pamantasan ng Lungsod ng Maynila
(University of the City of Manila)
Bachelor of Science in Psychology
2005-2009

Seminars Attended

Process Excellence (PEX) Essentials Training (November 9, 2012)

Maersk Crew Management Services Philippines, Inc.

Supervisory Development Course (September 25-26, 2014)

Maersk Crew Management Services Philippines, Inc

Modified Personal Survival Techniques AMOSUP (March 22, 2013)

Seamen's Training Center

Modified Fire Prevention and Fire Fighting (March 23, 2013)

AMOSUP Seamen's Training Center

Expectation Management (January 19, 2011)

Maersk Crew Management Services Philippines Inc.

Customer Service Workshop (January 23, 2010)

Integrated Computer Systems, Inc.