

HUMAN RESOURCES MANAGEMENT

Background Summary & Competencies

HR professional with sound understanding of HR best practice and 10+ years' experience. Talent Acquisition and Employee Engagement specialization and a recruitment background that includes filling both international and local vacancies. High level of empathy mixed with tact, integrity, trustworthiness and the ability to hold the line when required. Enjoy working on strategies and policies to increase employee motivation & retention.

- **Psychometrics:** knowledge and experience in administering and checking psychological tests (for new applicants and for promoting personnel, and writing psychological profiles
- **Quality Management:** exposure to ISO compliance for 4 years and was Lead Auditor for ISO 9001:2008
- **Data & Research:** experience in conducting, gathering and analyzing results of focus group discussions, engagement surveys, benchmarking and attrition analysis
- **Policy, Procedures and Guidelines Creation:** skilled in developing document policies, procedures and guidelines to ensure smooth work processes for every department, including reviewing current practices

PROFESSIONAL EXPERIENCE

EON The Stakeholders Relations Group, Inc., Makati City, Philippines

Human Resources Manager

(March 2021 – present)

I own and manage the process of various HR functions and partners with the business in catering to the human resources services needs of each business unit, employees and the stakeholders of the company.

SMBR Aircon Systems, P. Cruz, Mandaluyong City, Philippines

Human Resources Consultant

(February 2018-October 2019)

Set up of HR System from scratch and managed end-to end talent acquisition and employee relations

ACHIEVEMENTS

- Set up employee handbook for whole group of companies
- Identified & wrote up position descriptions
- Developed recruitment forms & processes for all companies
- Established company's legal identity to various organisations, suppliers & government agencies
- Organized teambuilding program (outside Metro Manila)
- Arranged exhibit through World Bex <https://worldbex.com/about/>

Between January 2016 and September 2020, I managed an events/styling company called 'We Love Details', organizing carefully crafted individualized events for clients.

Metrobank Card Corp., Ayala Ave., Makati City, Philippines

Senior Engagement Officer (M2)

(May 2012-October 2015)

Responsible in creating a positive diverse work arrangements that fosters and keeps an engaged workforce

- Manage and conduct the administration of the Annual Engagement Survey which includes the following:

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- Coordination and Collaboration with 3rd Party Vendor (IBM-Kenexa)
- Roll out engagement survey
- Cascade engagement results to different divisions
- Whenever necessary, organize with Human Resources and line managers and conduct focus group discussions and regular feedback sessions to obtain employee feedback
- Engage all employees and validate how their work contributes to the organizational outcomes
- Analyze, provide feedback and make appropriate recommendations on engagement needs and concerns derived from various sources such as but not limited to: FGDs, Exit Interview & surveys.
- Develop, drive and execute approved engagement initiatives directed at meeting desired engagement levels.
- Propose and implement strategies & policies to increase employee engagement and retention
- Partnering with Division Heads for the implementation of their group's engagement plans
- Conducts training and orientation for employees' career learning and development
- Take the lead in organizing employee events including but not limited to Summer Outing, Anniversary Celebrations, Christmas Party, Family Day, Sports Tournaments, Movie Night
- Operate annual corporate employee relations calendar and operational budget
- Develop, execute, and oversee initiatives that promote Life-Work Balance, reinforcement of values, and advocates volunteerism
- Drive an integrative approach in managing lifecycle of every employee where programs & processes are linked and aligned towards employee engagement based on the defined business & operational directions
- Develop, design, execute and control appropriate communications plan supporting approved HR initiatives and activities
- Revisit rewards & recognition programs and propose improvements
- Monitor, submit regular reports & concept papers or studies and take action/research on matters affecting Employee Relations and Engagement

ACHIEVEMENTS

- Launched several new engagement programs, including development of a gym facility for employees
- Participated in the conceptualization of a Career Development Plan which was presented to Division Heads across the organisation
- Consistently reached quotas for income generating events and hit high engagement survey response rates

BCC Group of Companies/BCC Global Solutions Inc., Shaw Blvd., Mandaluyong City, Philippines

Senior HRD Officer

(November 2006-April 2012)

Local and International Recruitment

- Ensure the achievement of recruitment targets including meeting qualification requirements of clients
- Monitor and maintain Job Orders and Personnel Requisition Forms
- Supports Recruitment Manager in: Identification of a required staff profile and formulation of the vacancy notice; reach out to suitable candidates; pre-screening of applications; interviewing candidates and assessment of required skills using customized assessment tools
- Administer, score, and interpret various Psychological Examinations
- Conduct pre-deployment orientation seminar (PDOS)

- Establish processes and procedures in the recruitment activities (local and international)
- Represent BCC Global to prospective clients
- Develop and coordinate new and improved internal administrative controls to maintain effectiveness and efficiency in operations
- Plan, develop, and implement strategic programs to source and attract, select and hire the best talent
- Effectively and persuasively present employment agreements, work arrangements and career opportunities to qualified candidates

Employee Wellbeing

Responsible in the formulation and implementation of company policies that will foster harmonious employer-employee relationship and maintains the high level of morale among employees.

- Formulation and implementation of policies and procedures related to working condition, health, safety, and well-being of employees
- Evaluates the effectiveness of existing company programs and recommends improvement to strengthen harmonious relationship within the organization
- Conducts an overall assessment of company events and programs and make necessary recommendations to improve future activities
- Monitors employee morale proactively and provides immediate feedback and recommendation.

Organizational Development

- Manages the learning environment and conducts various training, education, and related programs such as orientation programs, supervisory development, and other packaged or new programs for employees based in the headquarters and in the project sites
- Provides information to promote internal and external training and development, and evaluates these promotional activities
- Conducts analysis of training effectiveness using data from course survey, quizzes, and other evaluation methods.

Lead Auditor (ISO 9001:2008)

- Audits Company Processes of the whole organization

Bellestar Promotions, Inc., Piy Margal St., Sampaloc, Manila, Philippines

Human Resources Manager

(February 2003- February 2006)

- Develop annual HR plan that align with Business Operational Strategy
- Undertake a full cycle of recruitment process for all local and international Job Orders
- Prepares Employment Contract and orients newly hired employees.
- Authorized representative to transact business with government entities with regards to remuneration claims and statutory reports
- Prepares managers' bank advise, payroll and pay slips
- Review and administer add-on benefits such as but not limited to leave entitlement, employee loans and performance payments
- Conducts Job Evaluation through Non-Analytical/Job Ranking Method
- Conducts Performance Management and Counseling / Coaching
- Organizes company gatherings, outings, and activities

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- Prepares monthly withholding tax remittance and year-end alpha list report to Bureau of Internal Revenue
- In charge of Corporate Social Responsibility activities
- Formulates strategies to improve quality of talents and increase number of Bellestar Academy enrollees for deployment abroad
- Conducts exit interview and provides attrition report

CT Citimotors, Inc., Don Chino Roces, Makati City, Philippines

Personnel Assistant-Recruitment and Placement

(August 2002-February 2003)

Managed end-to-end recruitment process across the organization for different position levels

- Coordinated with the different department for their manpower requirements
- Prepared the Want Ads and process its approval, payment and maintains the advertisement file for reference purposes
- Administered necessary pre-employment examinations & conducted the secondary interview
- Provided the applicants with medical examination and pre-employment requirements
- Coordinated with investigating agency for the background investigation result of newly hired employees
- Prepares recruitment program & manning schedules and hiring updates
- Conducts exit interviews

GlaxoSmithkline, Don Chino Roces Extension, Makati City, Philippines

Luzon Sales Administrative Assistant

(February to June 2002)

- Managed internal & external correspondence, memos and reports to ensure smooth flow of communication and information
- Managed and organized schedule to be used in coordinating appointments/meetings and other sales/marketing related activities
- Organized and assisted in meetings, launches and other sales/marketing (local/foreign conventions) functions to ensure interdepartmental coordination
- Handled biddings, price quotations deals/discounts and guaranteed accounts to participate in government biddings and facilitate sales orders
- Participated in planning and organizing corporate wide activities as member of the committee for effective implementation of projects

EDUCATION

Bachelor of Science in Psychology, Assumption College, Makati City (March 2001) – Dean’s Lister

Life Coaching Certification, New Skills Academy (October 2021)

Child Protection: Child’s Rights in Theory and Practice, HarvardX, Harvard University (April 2020)

Masters of Arts in Psychological Services, Assumption College, Makati City (lacking Thesis units)

Medical Transcription, MTC Academy, Sta. Mesa, Manila (2006)



PUBLISHED RESEARCH

Mental Ability of Recently Graduated Job Applicants

Assumption College Research Journal October 2011 Vol. 18, No. 2

(IQ Scores of recently graduated job applicants were compared according to sex, course they finished, job positions they applied for and schools they attended)