

# Maria Christine Gallardo

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## HIGHLIGHTS OF QUALIFICATION

- 4 years in Human Resource and Recruitment
- 5 years of experience in manufacturing
- With background in Quality Control and Quality Assurance
- 3 years' experience in customer service
- Proficient in Microsoft Office

## Skills and Achievements

### Management

- Increased productivity 54 % in 1.5-year period
- Exceed client's expectation in providing applicants in accordance to their standard qualification
- Contract signing with proper orientation to newly hired
- Supervise employees assigned in malls, supermarket, hardware and restaurants
- Attend client meeting and Labour conference
- Reduce company cost by 15%

### Manufacturing

- Identified and troubleshoot process, equipment and operation related issues
- Thrived in a fast paced environment with 133% efficiency than the average worker
- Develop a faster process with the same quality as the set time
- Create colour level sample of painted products
- Quality Assurance/ Quality Control measurement and 100% visual inspection of product

### Customer Service

- Increase monthly sales and achieve daily sales goal
- Cash handling / Credit and Debit Card Transactions
- Utmost assistance to the guests
- Uncovered a creative tour strategy

## WORK EXPERIENCE

### AREA SUPERVISOR/ HR Coordinator

Reliable Work Force General Services Inc.

April 2014 – November 2014

June 21, 2018 - Present

**Achievements:** Increase productivity by 54.24% by filling all the job openings resulted additional income for the company. Reduce company cost by 15 %. Prevented company loss by thoroughly checking accounts before employee's salary uploaded.

### Duties and Responsibilities

- Contact potential applicants for screening and initial interview
- Arrange final interviews of applicants with our clients
- Prepare and post notices and advertisements in social media platforms

- Advise job applicants on employment requirements and terms and conditions of employment
- Negotiate settlements of appeals and disputes and co-ordinate termination of employment process
- Memo Issuance (for: Late, Absences, etc.)
- Roving (Store visit and Collect DTRs, Pay-slip Distribution)
- Monthly report of provincial productivity
- Making Intro letter's, Excuse letter for late & absence, Evaluation letter

## **PRODUCTION OPERATOR**

**November 18, 2014 – October 6,2017**

**Panasonic Taiwan Ltd. Co., New Taipei, Taiwan R.O.C 235**

**Achievements:** Developed a faster process with the same quality than the set time. Improved quality control during manufacturing created greater output and reduced repetitive of process. Proposed and implemented the revised Standard Operating Procedure (SOP) to acquire equal Of work.

### **Duties and Responsibilities**

- Prepare all equipment and materials to be used
- Understanding Standard Operating Procedure (SOP)
- Checking equipment and machine to make sure they are all in good condition
- Operates automatic and manual screwing devices
- 100 % checking of assigned parts before assemble (LCD, Screw Sizes and Screw Codes, Stickers)
- Insert /assemble the TFT LCD to car audio devices and lock it by putting 8 screws

## **CASHIER/ SALES ASSOCIATE**

**Periwinkle Boutique, Subic Bay Freeport Zone**

**March 2013- April 2014**

**Achievements:** Increase monthly sales of the company. Develop strong interpersonal skills with clients. Aligned displays and decorations inside the boutique. Exceeded costumer satisfactory.

### **Duties and Responsibilities:**

- Greet customers entering the store
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Assist costumer and give all their request sizes available
- Answered customers' queries and concern

## **QUALITY ASSURANCE INSPECTOR**

**Koryo Subic Incorporated, Cubi Pt. Subic Bay Freeport Zone**

**June 2011- December 2012**

**Achievements:** Created a color level sample of "good" to "not acceptable" level of painted product for inspection reference. Resolved quantity tracking of lost items. Redesigned packaging to reduced usage of packaging materials.

### **Duties and Responsibilities:**

- Using color level sample of printed and painted products
- 100% inspection of products
- To shipped out a good and quality product
- Provide the exact quantity of costumer's order
- Provide details and inspection record of shipped out products

## **INSPECTION STAFF**

November 2010- April 2011

### **Hitachi Terminals Mechatronics Philippines Corporation**

**Achievements:** Educated to understand engineering drawing and using mechanical engineering measuring equipment. Improved deliveries on time and lessen customer complaints by strictly and sensitively visual inspection.

#### **Duties and Responsibilities: Production Operator**

- 100% inspection of parts
- Random dimension Measurement of molded products referring to engineering drawing using of product using caliper, projector, gauges
- Provide data report and documents of measured parts/products
- Provisions of relevant safety and health
- Proper instruction and training to ensure the implementation of the philosophy and policy
- To provide high quality product that will satisfy our customer's needs and expectation by following the process specification

## **PRODUCTION OPERATOR**

### **Sanyo Denki Phils. Inc**

September 2009- May 2010

**Achievements:** Consistent output in an earlier given time to increase productivity.

#### **Duties and Responsibilities:**

- Balancing the weight of the rotor and impeller by using a drilling machine.
- Improved balancing machine by calibrating the equipment.
- On-time delivery by achieving the target output per day.

## **QC INSPECTOR -WISTRON INFOCOMM CORP**

September 2008- December 2008

**Achievements:** Diagnosed malfunction on device and prevented production of a large number of units that prevented a company loss.

#### **Duties and Responsibilities:**

- Encoding and inspect all data regarding the quality issue
- On Going Reliability Test (ORT), **Extended** simulation Assurance (XSCA)
- Function Test
- Installation of Windows Millennium edition, Windows 98, windows Xp, MS Offices 97, 2000, Office XP
- Test the endurance of the machine in high and low temperature
- Enhanced knowledge in technology especially GPS trackers and testing equipment

## **TOURIST GUIDE/ RESERVATION CLERK (Volunteer/On-Call)**

October 2007- February 2009

### **Freeport Service Corporation, Subic Bay Freeport Zone**

**Achievements:** Uncovered a creative tour strategy to delight the guests and exceed their expectations & Entertain guests and feed information in every scenery.

#### **Duties and Responsibilities:**

- Answer phone call inquiries and reservations for booking of the tour
- Greeting and welcoming customers to the tour
- Strictly implemented the rules and regulations to have a safe tour
- Let the guests familiarized with the history and description of the place

**EDUCATIONAL BACKGROUND:**

**Associate in Computer Technology**  
Gordon College - Olongapo City, Philippines

**Graduated April 2008**

**High School Diploma (Grade 10 Equivalent)**  
Olongapo City National High School - Olongapo City, Philippines

**2005**

**References: Available Upon Request**