

# ANNA MERLA L. PONCE

HUMAN RESOURCE SUPERVISOR

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## PROFILE

A personable Human Resource professional offers eight (8) years of experience managing employee relations, onboarding, and recruitment. Promotes policies and procedures rooted in diversity, inclusion, and equity to cultivate respectful work cultures. An expert educator with superior skills in HR policy advertisement and change management.

## SKILLS

Human Resource Skills

Employee Relations

People Management

Policy management

Computer Literacy

Grievance handling and redressal

Strong communication

Organizational Skills

## EXPERIENCE

### PROJECT HUMAN RESOURCE SUPERVISOR

MDC ConQrete Inc.

April 2019 - Present

- ✓ Explains HR policies and procedures and answers employee questions.
- ✓ Coordinates and facilitates employee onboarding, including orientation and training schedules.
- ✓ Monitors employee relations and supported harmonious work culture through effective conflict resolution.
- ✓ Formulates administrative and security guidelines plant-level.
- ✓ Ensures active participation in Corporate Social Responsibility (CSR) programs and initiatives.
- ✓ Facilitates team building and other company-initiated activities.
- ✓ Compiles and maintains confidential records and documents.
- ✓ Generates monthly, semi-annual and annual reports timely.
- ✓ Advises managers on employment
- ✓ Supervises 50-100 daily and monthly workers in ensuring full compliance and implementation of company policies and guidelines

### PROJECT HUMAN RESOURCE ASSOCIATE

MDC ConQrete Inc.

April 2016 – March 2019

- ✓ Used HR knowledge and abilities to meet the needs of personnel

## LANGUAGES

**English**, Fluent

**Tagalog**, Fluent

**Visayan (Bisaya)**, Fluent

# EDUCATION

## **MASTER OF ARTS in GUIDANCE and COUNSELING**

Cebu Normal University  
2016 – 2017

## **BACHELOR OF SCIENCE in PSYCHOLOGY**

University of San Carlos  
2014, graduate

Member, Junior People Management  
Association of the Philippines (JPMAP)

across different departments.

- ✓ Maintained accurate and current employment records for all positions and team members.
- ✓ Assisted the Human Resource Department in the implementation of rules and regulations. Monitored and updated Manpower Requisition and employment contracts.
- ✓ Updated complete and accurate file of workers and other legal regulatory compliances.

## **HUMAN RESOURCE ASSOCIATE**

Mactan Apparels Inc.

May 2014 – March 2016

- ✓ Responsible for compliance with the Company's Code of Conduct and Discipline.
- ✓ Facilitated grievance hearings and handled labor-related documentation and records.
- ✓ Assisted HR Department in completing terminations and resignations with associated separation and severance agreements.
- ✓ Coordinated swift responses to employee relations issues like interpersonal conflicts.

## **CUSTOMER SERVICE REPRESENTATIVE**

724 Care Call Center

April 2010 – September 2010

- ✓ Answered inbound calls to greet and assist customers with various needs and questions.
  - ✓ Placed outbound calls to existing members, offering additional consultation on products and services.
  - ✓ Responded to customer questions and complaints and documented consumer communications.
  - ✓ Resolved product and service issues promptly.
  - ✓ Built strong knowledge of product line to assist customers in selecting products
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