

ANABELLE TORRES

383 De Castro Street, Sta Quiteria Caloocan City | blessed.bellepot@gmail.com | 0917-3029340

SUMMARY OF QUALIFICATIONS

Strategic HR Business Partner/Manager with almost 10 years of related experience in leading high-tech organizations, seeking to obtain a position where innovation and collaboration along with my knowledge and vision will serve as positive impact for the organization.

KEY ACCOMPLISHMENTS

Formed a shared services model to centralize and promote a more collaborative representation of the HR and Talent Acquisition/Recruitment Function.

PROFESSIONAL EXPERIENCE

Sr Manager – Talent Acquisition Onboarding

July 2022 – Present

ResultsCX

Talent Administration

- Consistently monitors the performance of Onboarding activities that are facilitated by the Talent Acquisition Onboarding Team and regularly reports results to stakeholders
- Oversees the creation, management and execution of region-specific Talent Administration-Onboarding.
- Updates and develops individual and team knowledge of onboarding program through training and education; establishes and tracks individual and team goals to meet and exceed internal and external department expectations
- Maintains, and ensures employee retains, up-to-date knowledge of systems, products and services.
- Assists with development of user training methodology and routinely monitors and reports on results of training efforts; partners with other department stakeholders to improve techniques to help further drive employee adoption of the Onboarding / Talent Administration.
- Communicates regularly within the organization both vertically and horizontally on implementation-related activities; facilitates meetings and represents the talent Administration Onboarding Team in internal and external department meetings.

HR Manager

October 2019 – June 2022

Elite Global Sourcing

HR, COMPLIANCE, BENEFITS and EMPLOYEE RELATIONS

- Performs policy improvement initiatives for Elite employees.
- Responsible for providing informative assistance to employees regarding inquiries covering their government mandated and company-initiated benefits (HMO, SSS, PAGIBIG, PHILHEALTH and other related government mandated benefits).

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- Maintains a high level of visibility to ensure positive employee relations.
- Addressing grievances- employee complaints.
- Coordinates Annual Physical Exam with HMO provider.
- Conducts weekly HR and Operations meeting to discuss attrition, engagement, updates, etc.
- Handles processing of all government mandated benefits and loan applications (Maternity, Sickness, Disability Claims, SSS and HDMF salary loan applications).
- End to end case Management and Due Process administration.

ADMINISTRATIVE, DATA MANAGEMENT and REPORTING

- Responsible for end to end HR processes, monitors and process all employee movements (Promotion, Transfer, etc.)
- Prepares contracts and new hire kit across all level.
- Employee 201 (Active EE file) management and safe keeping.
- Masterlist/database maintenance.
- Accountable on monitoring and sending day to day Return to Work, Show Cause and Termination memos.
- Process various forms related to documenting human resources activities such as new hire, change of status, performance evaluations, benefits, terminations, etc.
- Incident reporting for workplace incident.

PAYROLL and ENGAGEMENT

- Timekeeping and preparation of payroll and benefits reports.
- Designs and facilitates end to end engagement programs focused on improving not just employee experience but overall organization. Performs corporate engagement execution to guarantee employee satisfaction.
- Enables Focus Group Discussion across all levels.

HR Shared Services Manager Sitel Philippines

2015 - 2019

Managed both HR Shared Services and Talent Acquisition Team for North America.

- Responsible for the ongoing improvement of the HR Shared Services Team – lead, manage and develop the team ensuring an integrated approach to service delivery and collaboration with the HR Systems & Improvements Team and the HRC
- Recognized in the business as the face of HR Shared Services supporting the HR Shared Services Leader and meeting regularly with HRBPs and Business Unit Managers to clearly manage business expectations of HR Shared Services in a proactive and positive manner
- Drive process standardization and improvement within HR Shared Services working closely with the HR Systems and Innovations Manager and the HRC proactively supporting team actions
- Work with the HR Systems & IT Manager to ensure technology is optimized to best meet HR Shared Services and customer requirements
- Organize and lead HR Shared Services Team meetings with directly reporting Shared Services Advisor group
- Participate in HR Shared Services wider team meetings to update on monthly performance, improvement initiatives and business changes impacting the service
- Attend HR Leadership and Business meetings to represent HR Shared Services and contribute to operational and strategic decision making.

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HR Shared Services Supervisor

2014-2015

Sitel Philippines

Managing HR Shared Services Team for North America. Oversee the effective operations of the Human Resources Information System- Globally.

- Plan, organize, administer, review, and evaluate the day-to-day activities of the position classification, compensation, employee records administration, benefits administration, and employee counseling programs.
- Demonstrate continuous effort to improve the operations including decreasing turnaround times, streamlining work processes and working cooperatively and jointly to provide seamless customer service.
- Develop and implement techniques for improving HR processes.
- Lead and support direct reports enabling and motivating them to make high quality decisions and provide effective service to employees.
- Ability to select, manages, develop and retain an excellent workforce within an environment that values diversity and individuality. It includes the promotion of continuous learning and the development of employees to ensure the Department is an employer of choice
- Develop and present employee training and incentive programs.
- Be in charge of all processes with regards to termination of staff, securing that this is carried out in a proper manner in accordance with company policies and local laws and regulations.

HRIS Supervisor

2013-2014

Sitel Philippines

Supervise the day-to-day planning and direction of a team of HR Administrators to ensure the required service levels, standards and targets are met and/or maintained; Ensure the dissemination of information from management to the HR Administrators and vice versa; Ensure all necessary employee documents are processed and stored in a timely and efficient manner; Provide on-going feedback to staff on their performance and assist them with the annual goal setting and evaluation process.

- Oversee the effective operations of the Human Resources Information System- Globally.
- Supervise the day-to-day planning and direction of a team of HR Administrators to ensure the required service levels, standards and targets are met and/or maintained;
- Ensure appropriate training and/or coaching is provided to end users of the system;
- Coordinate with Payroll the corrections required in the system as a result of the daily error reports and provide assistance to end users in troubleshooting and/or resolving system problems;
- Work directly with the Manager, Compensation & Benefits on matters relating to the maintenance and updating of employee benefits;
- Ensure the dissemination of information from management to the HR Administrators and vice versa;
- Ensure all necessary employee documents are processed and stored in a timely and efficient manner;

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- Provide on-going feedback to staff on their performance and assist them with the annual goal setting and evaluation process;

HRIS Sr. Administrator/HRIS Administrator

2012-2013

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Provide diverse and advanced administrative and functional support to the Human Resources department, included but not limited to the following: write, verify and distribute regular reports from the HR Information System.

- Generate and distribute a variety of statistical summaries regarding the various functional HR areas, including required federal and state reporting; continuously audits the HR and Payroll databases for data quality and integrity.
- Work closely with the Human Resources Coordinator, Stake holders and Directors to maintain an efficient and organized department.
- Assure that professional licenses/certifications are current and maintained in all related personnel files.
- Assures evaluations are completed on all employees, both introductory and annual.
- Adheres to corporate Mission, Vision, Policies and Procedures.

Quality Analyst

2009-2012

Sitel Philippines

Work closely with the QA Manager, Developers, Business Analysts, Operation managers and other QA staff to ensure that business requirements are testable and verifiable as identified by the project team in order to ensure requirements traceability and delivery of expected functionality.

- Develop and maintain Quality Assurance procedure documentation.
- Identify and suggest changes to predetermined quality guidelines and policies.
- Evaluate large data amounts from different sources and develop useful summary reports.
- Suggest creative and active solutions for problem.
- Interact with various resources at workspace like business, development as well as analyst teams.
- Develop test scripts utilizing comprehensive business requirements, functional documentation and processes.

Customer Service Representative

2007-2009

Sitel Philippines

Provides customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner. Initiates and/or implements corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction are maintained. Prepare customer service summary reports. Coordinate handling of difficult and/or unusual situations.

- Participates and provides expertise as a member of the customer service's departmental team. The team's objectives are developed and recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service department as a whole.
- Answers customer inquiries/communications as required.

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- Attends regular customer service departmental meetings.

Customer Service Representative

2004-2006

Teleperformance

- Have excellent customer service skills.
- Senior Agent and Team Mentor, assisting new agents on the production floor in dealing with difficult issues and handling customer's complaint.
- Able to meet target goals for the KPI's (Key Performance Indicator) and have a good statistic in terms of sales.

Service Crew

1996-1999

McDonalds

- Assigned in the different working areas of the store (e.g. kitchen, dining, cashiering)
- Assist the Local Store Manager during birthday parties and other store functions.
- Helped in the orientation of the newly hired service crew.
- Ensures that the assigned area is orderly and well kept, and observes good customer relations.

EDUCATION

Far Eastern University

1998-2003

AB Mass Communication

Philippine School of Business Administration

1996-1998

BS Management

Trinity College of Quezon City

1991-1995

Secondary Education

OTHER RELEVANT INFORMATION

Certifications: Business Continuity Training for Leaders; Business Objective Fundamentals; Facilitating Work-related Conflict Discussions; Preventing High Turn Over Rates; How to Keep the Best; Setting Effective and Achievable Goals