

Maria Eloisa Grozman

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Strategic Human Resource Business Partner Professional with 18+ years of experience in HR and with 6+ years of experience as Manager, assisting with and fulfilling organization's learning and development (L&D) needs and requirements. Vast experience in learning needs analysis, instructional design and development, and capacity building programs, aligned with the competency requirements for performance development. Team player, adaptable, coherent, demonstrates more collaboration across teams and departments, and has the ability to simultaneously manage several projects and schedules, with high quality of work. Solid stakeholder management and has an established network with senior staff, develops staff, attention to details, and able to work independently.

Experience

2004 – PRESENT

BANGKO SENTRAL NG PILIPINAS, CAPACITY DEVELOPMENT DEPARTMENT (*FORMERLY BANGKO SENTRAL NG PILIPINAS INSTITUTE*)

JULY 2021 – PRESENT

Manager/Capacity Development Group 1/Team 3

Oversees the design, development and implementation of capacity building programs (including curriculum, content, courseware, instructional materials, learning assessment tools and workplace development interventions for each job family under Financial Markets (FM); Technology Department and Innovation Office (TDIO); Anti-Money Laundering Council Secretariat (AMLCS); and Office of the General Counsel and Legal Services (OGCLS). Handles the assessment of development needs and learning requirements through validation of consolidated Individual Development Plans (IDPs) and determination of appropriate learning interventions to address competency gaps. Coordinates the approval of external fund managers (EFMs) sponsored trainings. Provides technical assistance to the BSP Scholarship Committee (SC).

Achievements:

- Facilitated the approval of 95 EFM-sponsored training programs
- Facilitated the approval of the Amended Guidelines on the BSP Scholarship and Continuing Professional Education (SCoPE) Program
- Facilitated the approval of the Implementing Rules and Regulations (IRR) of the BSP SCoPE Program
- Facilitated the scholarship partnership with the *Australian National University (ANU)*
- Prepared the pre- and post-scholarship video/infographics for BSP SCoPE scholars
- Pre-approval of 18 AY2022 and 20 AY2023 scholar-applicants to the BSP SC
- Conducted the benchmarking activity with Philippine Deposit Insurance Commission (PDIC) on the BSP SCoPE Program
- Conducted the information session of the BSP SCoPE Program in the APCoP, organized by ODD
- Submitted the Amendments in the Continuing Professional Achievement (CoPA) guidelines
- Facilitated the approval of 224 CoPA awardees in the 2022 BSP PRAISE Program
- Implemented Webinars on *Addressing Money Laundering and Tax Crimes in the Post Pandemic Era*, 7 June 2022, attended by 147 participants; and *Digital Transformation: People, Process and Technology*, 22 November 2022, attended by 109 participants.

FEBRUARY 2021 – JUNE 2021

Manager/Capacity Development Group 2/CSS Team

Oversees the following: (1) design and development of capacity building programs (including curriculum, content, courseware, instructional materials, learning assessment tools and workplace development interventions for each job family under the Corporate Services Sector (CSS); (2) assessment of development needs and learning requirements through validation of consolidated Individual Development Plans (IDPs) and determination of appropriate learning interventions to address competency gaps; and (3) procurement and facilitation of BSP-wide courses. Leads the Assessment of BSP-wide Competencies (ABC), curation of courses in the Learning Experience Platform (LXP) and e-learning project evaluation and interpretation.

OCTOBER 2019 – JANUARY 2021

Manager/Instructional Design Group

Oversees the course design, development and implementation of foundation and communication courses. Leads the projects on curriculum development of Bank-wide programs, Young Professionals Program (YPP) L&D part, ABC, and e-learning design and implementation.

Achievements:

- Prepared facilitator's guide for foundation courses
- Re-designed and developed the BSP-wide Curriculum
- Converted face-to-face in-house courses to Virtual Instructor-Led Trainings (VILTs)
- Implemented the L&D requirements of the YPP
- Implemented Webinar series, in-coordination with International Monetary Fund-Singapore Training Institute (IMF-STI), with the theme Central Banking Amidst COVID-19, as follows:
 - Combating Money Laundering during Pandemic, 21 July 2020
 - Managing Systemic Risks in the time of Pandemic: What has changed since the Global Financial Crisis, 29 September 2020
 - Digital Financial Supervision: Strengthening Off-site Supervision Framework in the Time of Pandemic, 27 October 2020
- 96.5% participation rate in the 2020 ABC which is 4% higher from the 2017 ABC
- Facilitated the approval and implementation of WDI-External, as follows:
 - One year secondment program to Autoriti Monetari Brunei Darussalam (AMBD), Brunei, Darussalam
 - Two-year secondment program to International Monetary Fund, Washington, D.C., USA

JANUARY 2018 – SEPTEMBER 2019

Manager/Learning Team II

Oversees the accounts under the Financial Services Sector (FSS), particularly its L&D needs under its CBP. Oversees the implementation of its BSP Professional Excellence Program for Bank Supervisors (PEPS). Monitors the IDPs of FSS. Spearheads discussions with FSS to define deliverables and training requirements and represents the Department in meetings/committees related therein.

Achievements:

- Developed the BSPI learning strategy framework
- Facilitated the approval of the CBP for FSS
- Facilitated the assessment of external training providers
- Facilitated the FSI-Connect and BXI e-learning programs for bank supervisors
- Facilitated the approval and implementation of WDI-External, as follows:
 - One year secondment program to AMBD, Brunei, Darussalam
 - Six-month fellowship program to Financial Stability Institute (FSI) of Bank for International Settlements, Basel, Switzerland
 - Three-month internship program to Global Financial Partnership Center (GLOPAC) under the Financial Services Agency, Government of Japan, Tokyo, Japan

- In-charge in the following major programs:
 - Co-Hosting event with Asian Development Bank (ADB) on *Islamic Banking and Finance Workshop*, attended by 80 participants from BSP, ADB, partner government agencies and private sector, 4-5 April 2019, BSP Manila
 - Hosting event on various South East Asian Central Banks (SEACEN) Research and Training Centre courses:
 - *Liquidity Risk Measurement and Management*, attended by 41 participants from BSP and other SEACEN member central banks, 30 September – 4 October 2019, Cebu, Philippines
 - *Strategic Human Capital Course: Developing a Leadership Competency Framework to Grow Future Ready Central Bankers*, attended by 40 participants from BSP and other SEACEN member central banks, 25-27 March 2019, BSP Manila
 - *Identification, Valuation and Resolution of Problem Loans*, 8-12 October 2018, attended by 34 participants from BSP and other SEACEN member central banks, 8-12 October 2018, BSP Manila
 - *Undertaking an Effective Supervisory Review and Evaluation Process (SREP)*, attended by 36 participants from BSP and other SEACEN member central banks, 16-20 April 2018, BSP Manila
 - In-House program on *Capital Market*, facilitated by the International Finance Corporation (IFC), attended by the BSP, BTr, PDIC, IC, SEC and PSE, 12 November 2018, BSP Manila
 - In-House program on *Capital Market*, facilitated by the International Swaps and Derivatives Association (ISDA), attended by 49 BSP officers and staff, 31 May – 1 June 2018, BSP Manila
 - In-House program on *Liquidity and Operational Risk Management*, facilitated by Deutsche Bundesbank Eurosystem (DBE), attended by 28 BSP officers and staff, 5-9 February 2018, BSP Manila
 - Study Visit of the Bank Indonesia delegates on Financial Inclusion, 12 July 2018
 - Study Visit of the Nepal Rastra Bank delegates on Banking Supervision and Basel Framework, 23-26 January 2018
- Facilitated various webinar courses offered by SEACEN, DBE and IMF-STI

JULY 2016 – DECEMBER 2017

Manager/Learning Team V

FEBRUARY – JULY 2016

Acting Manager/Learning Team V

Oversees the accounts under the Executive Management Sector (EMS), particularly its L&D needs under its CBP. Oversees the sourcing of training providers in its specialized courses. Monitors the IDPs of EMS. Spearheads discussions with EMS to define deliverables and training requirements and represents the Department in meetings/committees related therein.

Achievements:

- Facilitated the approval of 48 EFM-sponsored training programs
- Developed the CBP of the following job families:
 - Treasury Operations
 - Stakeholder Relations
 - Internal Audit
 - Legal Services
- Partnered with University of the Philippines – School of Statistics for the six-month module on *Global Finance Professional Training (GFPT) Program* for Treasury Department personnel
- Facilitated the proposal and coordination of internship programs of Treasury Department - Banco de Mexico (BdM); Banque de France; and Oesterreichische Nationalbank (OeNB)

OCTOBER 2015 – FEBRUARY 2016

Acting Manager/Learning Team VI

Acts as Manager in the learning team. Handles the learning and development requirements of Comptrollership Sub-sector (CoSs) and Management Services Sub-sector (MSSs) and the Departments/Offices under its Sub-sector.

Achievement:

- Facilitated the approval and the three-week implementation of the On-the-Job (OJT) training of two (2) trainees from Bank of Papua New Guinea in coordination with Department of Finance and Integrated Development Services (IDS) Inc.

JULY 2014 – SEPTEMBER 2015

Bank Officer IV/Learning Team IV

Acts as Account Officer for the learning and development requirements for the Office of the Deputy Governor-MSS (ODG-MSS), Office of the Assistant Governor-Monetary Policy Sub-sector (OAG-MPSS), Department of Economic Research (DER), Center for Monetary and Financial Policy (CMFP), Office of the Managing Director-Monetary Operations Sub-sector (OMD-MOSs), Department of Loans and Credit (DLC) and Asset Management Department (AMD). Handles the courses organized by IMF-STI, Study Center Gerzensee, Graduate Institute for Policy Studies (GrIPS), Federal Reserve Bank of New York (FRBNY) and Federal Deposit Insurance Corporation (FDIC). Conducts Training Needs Analysis (TNA) and sources out training providers and develops and implements training projects relative to assigned account. Ensures that the implementation of BSP-wide training courses is implemented as programmed and any unprogrammed courses be provided with the required logistical support. Assists the Manager in reviewing training interventions needed by account departments and in accomplishing the activities of the division.

Achievements:

- Drafted the templates/presentations for the Individual Development Plan (IDP) validation meeting and Training Needs Analysis (TNA) for BSP Regional Offices and Branches
- Conducted the IDP Validation and TNA Meetings at BSP Cebu Regional Office, BSP Cagayan de Oro Branch, BSP Iloilo Branch and BSP Bacolod Branch
- Facilitated the approval and conduct of *Media Communications: Coaching for Spokespersons* course
- Facilitated the approval and conduct of the *Loans and Credit Operations Briefing*
- Facilitated the two (2) sessions of the *Briefing on Acquired & Other Assets Management System (AOAMS)* attended by 40 personnel from Asset Management Department (AMD), 3-4 and 9-10 June 2015, BSP Manila

Other responsibilities:

- Technical Committee Staff for the *Foreign Travel Committee*
- BSPI Committee Member of the *Local Process Improvement Team*
- Assistant Chief Brigade Officer of the *Disaster Brigade Team*
- Member of the *Risk Management Unit*
- Lead coordinator / in-charge of the following major programs:
 - Co-Hosting event on the *2nd SEACEN Intermediate Course on Econometric Modelling and Forecasting* attended by 28 participants from BSP, Bank Indonesia, Central Bank of Sri Lanka, Reserve Bank of India, Bank of Korea, Central Bank Chinese Taipei, Bank Negara Malaysia, National Bank of Cambodia, Bank of Papua New Guinea, National Bank of Cambodia, Bangladesh Bank, Bank of Thailand and Nepal Rastra Bank, 27 September – 2 October 2015, 18th Floor, Conference Room, Multistory Building
 - Visit of the 25 National Defense College (NDC) Bangladesh Delegates, 14 September 2015, Executive Business Center, 5th Floor, 5-storey Building
 - Study Visit of the 15 Bangladesh Bank Delegates, 2-6 March 2015, Rm. 1604, 16th Floor, Multistory Building

APRIL 2012 – JULY 2014

Bank Officer IV/Learning Team V

Plans the annual training program of the team. Acts as Account Officer for the learning and development requirements of the Treasury Department (TD), Risk Management Office (RMO) and Investor Relations Office (IRO). Conducts Training Needs Analysis (TNA) and sources out training providers and develops and implements training projects relative to assigned account. Ensures that the implementation of BSP-wide training courses is implemented as programmed and any unprogrammed courses be provided with the required logistical support. Assists the Manager in the review of training interventions needed by account departments and in the accomplishment of the activities of the division.

Achievements:

- Spearheaded the competency validation meetings and drafted template requirements across 28 job families in the Bank
- Facilitated the approval of 57 EFM-sponsored training programs
- Updated training courses under the *Project Management* program
- Customized the course on *Accounting for Non-Accountants* for Anti-Money Laundering Council Secretariat (AMLCS) and Information Technology Sub-sector (ITSs)
- Facilitated the approval of the course on *Inspiring Ideas in Ink* for the staff of Office of the Governor (OG)
- Facilitated the approval and conduct of the course on *Software Quality Assurance* for the staff of Systems and Methods Office (SMO)

JULY 2010 – MARCH 2012

Bank Officer I/Program Development and Faculty Management Division

Formulates competency-based curriculum for HRSS, SES, RMS and Leadership & Management. Facilitates the accreditation applications of pre-qualified, exempt and new Subject Matter Experts (SMEs) for engagement to all training programs of the Bank. Provides technical support to Learning Teams (LTs) on accreditation course design and delivery standards. Reviews, approves and/or recommends changes for all course design proposals; Prepares memo-accreditation recommendation to the Deputy Governor of the Resource Management Sector (RMS). Develops training designs – course objectives, topics, methodologies and assessment – based on the Training Needs Analysis (TNA) results of assigned projects. Contributes to the planning, design, development & maintenance of BSPI Training Manual.

Achievements:

- Developed curriculum for BSP-wide programs of the Bank including course designs of identified trainings
- Developed training designs on all the computer programs/learning nuggets offered by the Bank
- Technical Committee Staff of the *Committee for Accreditation of Subject Matter Experts (SMEs) for BSP Training Programs*
- Developed forms, rating sheets (design and lecture-demo delivery), SME accreditation procedures and a databank of all Accredited SMEs of the Bank
- Ensured that all in-house trainings conducted by the LTs are 100% compliant to the accreditation guidelines – training design, delivery and course materials
- Task force member on Organizational Enhancement and Culture Strengthening (OECS) that focuses on Values Formation in line with change management plan of the Bank.

JANUARY 2008 – JUNE 2010

Bank Officer I/Learning Team II

AUGUST 2006 – JANUARY 2008

Training Specialist III/Learning Team II

FEBRUARY 2005 – JULY 2006

Training Specialist II/Learning Team II

FEBRUARY 2004 – FEBRUARY 2005

Administrative Services Officer II/Learning Team II

Handles the logistics, delivery and processing of assigned in-house courses, external-local and external-foreign training nominations.

Achievements:

- Lead coordinator / in-charge of the following major programs:
 - IMF-STI course on *Macroeconomic Management and Financial Sector Issues* attended by 31 participants from BSP, DOF, DBM, NEDA and BrT, 23 February – 6 March 2009, BSP Manila
 - Briefing on *Soundview Executive Books Summaries: An e-Learning Resource* attended by 118 Officers of the Bank, 5 December 2008, BSP Manila
 - Talk on *Patok ang Microfinance: Pinoy Entrepreneurs Success Stories* of Dr. Aristotle Alip attended by 204 Officers and Staff of the Bank, 26 November 2008, BSP Manila
 - Training on *Leadership: Great Leaders, Great Teams, Great Results* of Dr. Blaine Lee, attended by 88 Officers of the Bank, 17 July 2008, Traders Hotel, Manila
 - Training on *People as a Strategic Advantage: The Manager's Role in Building Talent* of Dr. William J. Rothwell, attended by 80 Officers of the Bank, 23 July 2008, BSP Manila
 - Graduation of Management Skills Enhancement Program (MSEP), in partnership with De La Salle University – Graduate School of Business (DLSU-GSB) for Batches 7-21 attended by 346 Officers of the Bank, 28 November 2007, General Assembly Hall, BSP Manila
 - Talk on *12 Little Things Every Filipino Can Do To Help Our Country* of Atty. Alexander L. Lacson attended by 167 Officers and Staff of the Bank, 6 July 2006, General Assembly Hall, BSP Manila
 - Briefings on various Executive Development Leadership Session (EDLS) programs attended by Officers and MSEP graduates of the Bank, BSP Manila
- Conducted research / Cost Benefit Analysis of bringing the computer training programs to the BSP Regional Offices/Branches. This research is the basis of implementing regional trainings for computer literacy. Since this program was implemented, there was an increase on the number of participants with a lower cost per program per head
- Developed and implemented Post-training database (Monitoring tool) for Learning Team II

SEPTEMBER 2003 – FEBRUARY 2004

CALTEX (ASIA) LIMITED – SHARED SERVICES CENTER

HR Associate/Compensation and Benefits Team

Handles pay determination and CTSS programs generation, consolidation, validation and maintenance.

JUNE 2003 – JULY 2003

BUREAU OF ENVIRONMENTAL SERVICES, CITY OF PORTLAND

Volunteer/Rates and Contracts Division

Documents and maintains the rates and contracts database.

SEPTEMBER 2000 – MAY 2003

NOKIA PHILIPPINES, INC.

HR Associate/Learning Center Manila

Acts as LC Philippines training coordinator/contact person, e-learning project coordinator and Learning Solution Management (LSM) web tool administrator. Manages the training activities targeted at end-user competence build-up. Maintains the learning history data in SAP R/3. Organizes Live Life Health Programs.

Skills

Organizational skills • Forward-thinking skills • Instructional Design • Interpersonal skills • Stakeholder Management • Calmly assertive • Active Listening • Executive Intelligence • Collaborative • Adaptable

Certification / Award

- Strategic Human Resource Business Partner (SHRBP) certified (2018) and re-certified (2021)
 - *Gawad Gantimpala Award* for the period of July – December 2014 for the altruistic act of donating a substantial volume of breast milk for the sick infants of the Philippine General Hospital Neonatal Intensive Care Unit (PGH-NICU)
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Education

JUNE 2011

Masters in Public Management/Ateneo de Manila University/School of Government

- Special Citation

SEPTEMBER 2006 – OCTOBER 2007

Diploma Program for Training Development and Management/DLSU-School of Professional and Continuing Education (SPaCE)

OCTOBER 1999

Bachelor of Arts, major in Human Resources Management/DLSU-College of St. Benilde

- Honorable Mention
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Activities

Family time • Household chores • Yoga • Travel • Arts and Crafts • Reflective Journaling • Kdrama • Fashion • Continuous learning