

Hazel F. Balmaseda

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CAREER HIGHLIGHT

Extensive experience in Human Resources, handling the areas of Recruitment, Compensation and Benefits, Employee and Labor Relations, Sales Training and Office Administration. Has effective leadership and management skills. Excellent communication, problem solving and people skills.

WORK EXPERIENCE

AXA PHILIPPINES

34th floor GT Tower International

Ayala Avenue, Makati City

Human Resources, Senior Manager

Total Rewards Operations

July 2021 to Aug 2022

- Handles the team of Total Rewards Operations who is tasked for the timely delivery of employee's compensation and benefits
- Validates the monthly payroll registers, final pay computations and off-cycle crediting of benefits
- Ensures that all employee benefits are being released accurately and on a timely basis
- Does salary analysis for employees who are recommended for promotion/salary increase. Prepares promotion letters/pay letters and seek approval from the Executive Leadership Team.
- Ensures timely payment of government statutory benefits
- Reviews existing processes and initiates process improvements and automation
- Special projects: Enhancement on the automated resignation notification to employees and stakeholders; Automatic generation of Certificate of Employment; Review of the Employee Handbook, Total Rewards portion

Talent Acquisition – Admin Systems & Reporting

July 2019 - July 2021

- Manages all Onboarding Specialists for Corporate & Bancassurance recruitment
- Ensure that the onboarding requirements of new hires are completely submitted prior start date
- Oversee the issuance of agent's license before deployment to the bank branches
- Prepares payroll instruction for newly hired employees
- Handles vendor management and accreditation
- Handles the manpower requisition and contract renewal of project hires of the whole organization under different vendors
- Budget request & monitoring for TA Corporate, Bancassurance, Labor Relations, Employee Engagement and Employer Branding
- Conducts World Check thru Thomson Reuters Risk to all incoming employees
- Prepares the manpower report on a weekly and monthly basis
- Reviews existing processes and initiates process improvements and automation
- Automation project lead on Bancassurance Digital Onboarding (Banca DION)

Bancassurance Recruitment and Retention Head

Nov 2018 – June 2019

- Manage the bankassure recruitment team in achieving its manpower targets nationwide while ensuring the quality of recruits, as measured by its retention rate
- Provides sourcing strategies and tactical activities to achieve nationwide manpower targets
- Spearheads the recruitment strategies/events – mall job fairs, campus recruitment, piracy activities and targeted recruitment events
- Performs end-to-end recruitment for all Managerial posts
- Creates / regularly reviews the recruitment process, procedures and guidelines to ensure that its updated
- Ensures that all recruiters seamlessly execute the end-to-end recruitment process, for internal and external candidates
- Drives the team in maintaining volume sourcing/recruitment to fill-in the vacancies across all bankassure sales channels (Metrobank, PSBank, Worksite)
- Ensures that the turn-around time for hiring replacements and new positions are met by the team
- Ensures that one-day hiring events are regularly done and oversees its proper execution
- Ensures that applicants will have a pleasing on-boarding experience with the company

SM DEVELOPMENT CORP (SMDC)

April 2012 to Nov 2018

12th floor, Tower B, Two E-Com Center
Mall of Asia Complex, Pasay City

Asst. Vice President – Sales Recruitment & Training

- Handles the recruitment of sales people for the 3 sales channels; In-House Sales, International Sales and Local Broker Network. Ensures the timely replenishment of manpower to aide in hitting the sales quota set by the Company
- Strategizes on how to source new recruits from different avenues (i.e. job fairs, recruitment open house, piracy, online posting, use of social media)
- Oversees that the onboarding training program for new recruits are always updated
- Supervises in the formulation of training modules for the Continuing Development Program of the sellers and ensures that all gaps are bridged thru the customized training modules formulated for each sales channel
- Oversees that the creation and maintaining of SAP Business Partner role are accurately done
- Ensures that policies and procedures on seller's contract renewal and promotion are properly implemented
- Ensures the timely and accurate submission of payroll advice to the Payroll Team
- Spearheads the Arbitration/Mediation Committee in resolving sales conflicts among sellers
- Attends mediation meeting and court hearings at the Regional Trial Court / Court of Appeals, when necessary
- Handles seller's disciplinary action notices and cases filed against them

Achievements:

- Established an effective strategy of sourcing qualified applicants that consistently contributes in the attainment of the department's manpower target
- Delivered an average of 150 new hires in a month
- Created systems and policies on the administration of recruitment, training and accreditation of sellers
- Developed the Seller's Code of Ethics
- Created and spearheads the Arbitration/Mediation Committee that handles sales conflicts
- Created a Labor Relations team that handles cases/complaints on erring sellers
- Leads the events committee in recognizing loyalty awardees every year-end

CB RICHARD ELLIS (CBRE)

10th floor Ayala Tower One & Exchange Plaza
Ayala Avenue, Makati City

Human Resources Director**April to December 2011**

- Closely supervise the day to day Human Resources operations in the areas of Recruitment, Training, Employee Relations, Compensation and Benefits including Timekeeping, Payroll, Records Management and HRIS
- Ensures that the company's employment policies & procedures on recruitment, payroll & benefits, interview, confidentiality, non-competition, code of conduct, supplies and transmission of personal data comply with local laws and company policies & procedures. Make recommendations to the Management on improvements in the company's employment and policies & procedures
- Contributes to the achievement of the department's objectives in operational efficiencies which may be attained through competent handling of people effectiveness and involvement in the planning of broad issues affecting the business
- Conceptualizes, recommends and fully implement new systems and policies approved by the Management. Continuously improve systems and procedures in Human Resources
- Acts as Internal Quality Auditor of the company for ISO 9001:2008
- Ensures that the HR department adheres to the standards of ISO 9001:2008
- Conducts in-depth interviews to key positions in the organization
- Checks and ensures that disbursement of semi-monthly payroll and allowances are accurate
- Prepares Consultancy fee payments on a semi-monthly basis
- Ensures the continuous growth and development of all employees
- Fully implements disciplinary measures to erring employees

MANULIFE PHILS.

LKG Tower
Sen. Gil Puyat Ave., Makati City

Agency Recruitment Manager**January to March 2011**

- Formulates recruitment strategies and incentives to cater to the different agencies
- Creates and spearhead the recruitment activities of the different agencies in Metro Manila areas
- Assists Agency Heads in recruiting Financial Advisors using different avenues (online posting, job fairs)
- Assists in agency awarding and events

FEDERAL LAND, INC.

Ground floor Skyland Plaza
Sen. Gil Puyat Ave., Makati City

Human Resources & Admin. Head**Sept 2003 to December 2010**

Human Resources functions:

- Supervises human resource functions in the areas of recruitment, benefits administration, records administration, employee relations and timekeeping for the two marketing companies of Federal Land, Inc. (Omni-orient Marketing Network and Fedsales Marketing, Inc.)
- Conducts in-depth interviews and job offer for office personnel and sales agents of all ranks.
- Prepares / compute bi-monthly payroll including cellphone allowances, gasoline allowances and transportation allowances, final pay and year-end tax adjustment of employees and sales agents.
- Prepares the 'Annual Information Return on Compensation and Final Withholding Tax' (alphalist) of all employees and submits the same to the Bureau of Internal Revenue.
- Prepares the 'Certificate of Compensation Payment/Tax Withheld' (BIR form 2316) of each employee on a regular basis.
- Formulates policies and procedures for human resource and office administration of the two marketing companies. Monitors all policies and procedures are being implemented.
- A member of the Mediation and Arbitration Committee who handles and resolves sales conflicts among agents.
- Investigates anomalies as prompted by complaints from sales agents.
- Administers in serving Disciplinary Action Notices to erring employees and sales agents.
- Corporate Secretary of the Executive Committee of Omni-orient Marketing Network, Inc. and Fedsales Marketing, Inc.
- Handles company-wide activities such as summer outing, company anniversaries, sportsfest, Christmas party and other related activities.
- Directly supervises 11 personnel.

Office Administration functions:

- Ensures that the over-all operation of the two marketing companies and eleven sales offices are well maintained and is on its highest operational standards.
- Reviews and endorses for payment utility bills for the two marketing companies and eleven sales offices. Utilities include telephone, electric, signage, office space rental, parking rental and drinking water.
- Ensures that inventory of furniture, fixture and equipment on all offices and warehouse are properly recorded and accounted for.
- Handles the schedule of the 5 company vehicles and ensures that it's being implemented properly.

ROBINSONS HOMES, INC.

2/F Robinsons Galleria

EDSA corner Ortigas Ave, Quezon City

Personnel Officer

January 2001 to September 2003

- Supervises human resource functions in the areas of recruitment, benefits and records administration, timekeeping, employee relations and training.
- Implements policies and procedures in recruitment, screening, selection and placement. Conducts initial and in-depth interviews, background check / investigation, process hiring of chosen candidates and conducts job orientation for newly hired employees.
- Monitors contract expiration of contractual / probationary employees.
- Updates and keep track of personnel information system (PEOPLEWARE).
- Oversee / supervise timekeeping functions and employee benefits and records administration.
- Coordinate, assists and recommend training program (in-house and external)

- Recommend, monitor and implement company-wide activities such as, sportsfest, excursion, Christmas party, uniforms, annual physical exam, etc.
- Prepares job description / employee profile.

CHOWKING FOOD CORPORATION

ROL Building, Taft Avenue
Malate, Manila

Human Resources Officer

April 1997 – August 2000

- Conducts sourcing, screening, interviewing and hiring of rank and file and of lower and middle management applicants to the highest standards set by the management.
- Conducts the Basic Training on Systems Operations to all newly hired rank and file employees who will directly be assigned to the outlet.
- Sees to it that all applicants who passed the final interview and evaluation have secured all pre-employment requirements.
- In-charge of conducting background checking of dubious applicants through telephone, mail or personal visits when necessary.
- Regularly administers exams to determine trainee's level of understanding and knowledge of the SOP's and other work-related matters.
- Monitors the on-the-job training of all directly assigned employees in the outlet Sees to it that all applicants who passed the final interview and evaluation have.

Assistant Supervisor

July 1995 – March 1997

- Ensures that overall store operation runs smoothly and fast delivery of service to customers is achieved.
- Also ensures proper set-up; ambiance, cleanliness of all areas, food preparation, services all done excellently at all times and strictly implements the "Clean As You Work, Clean As You Go" policy.
- Prepares the employees work schedule effectively and efficiently.
- Prepares the store's Monthly Operational Report and tentative Financial Statement for the month.

Management Trainee

November 1994 – June 1995

- Handles a shift and is responsible for the store's opening preparation and closing procedures.
- Conducts corrective and disciplinary actions against erring employees. Prepares the Performance Evaluation of all employees.

CENTURY PARK HOTEL, MANILA

Pablo Ocampo, Sr.
Malate, Manila

Outlet Cashier

January – May 1994

- Responsible for the computation of sales, taxes, and service charges and other varied computations within the outlet.

- Conducts posting of checks on the computer and on Food and Beverage Report Sheets.

EDUCATIONAL ATTAINMENT

UNIVERSITY OF SANTO TOMAS

Master in Business Administration

MBA Candidate

June 1995 - 1997

PHIL. SCHOOL OF BUSINESS ADMINISTRATION-MANILA

Bachelor of Science in Business Administration

Major in Management

Graduate – March 1993

PERSONAL INFORMATION

Born on February 1, 1972; Married; speaks fluent English and Tagalog.