



Ana Lou V. Arnaldo

Linao Talisay City Cebu Philippines 6045

anaarnaldo33@gmail.com

+639454305925

WORK EXPERIENCE

Fulcrum Solutions Stack LLC - *Software engineering company focusing on CTO-as-a-service and virtual CTO service*

Recruiter/Developer Advocate

2021-Present (Fully Remote)

- Recruitment - *responsible in meeting the needed post to fill and conduct new hire's orientation, ensures that the onboarding process is also followed*
- Administrative Tasks
- Employee Engagement - *involves in the planning of all engagement activities, and other big events*

Shearwater Health Advisors, Inc – a Clinical Process Outsourcing Company

Lead-HRBP

2015-2021

- Recruitment – *responsible in meeting the needed headcount for all the medical post requisitions, salary recommendation, create job offer letter, and conduct new hire's orientation*
- Timekeeping & Payroll - *ensures all the Team Leaders have updated their teams' timesheet a day prior to payroll processing for review*
- Compensation & Benefits - *ensures that all the government mandated benefits processes were explained to the employees and provides assistance if there is any availment*
- HMO Administration – *reports new enrollment, deactivation of employees, and assist in HMO administration*

- HRBP- Partnership with Vertical Leaders – *provides data analytics on attrition, department growth during the Monthly Vertical Report and any assistance needed from the vertical/department being assigned to*
- Employee Engagement – *involves in the planning of monthly engagement activities, and other big events yearly*
- Employee Relation - *responsible for creating employee disciplinary notices, AWOL notices, also attends or leads the employee case hearing (depends on the gravity of the offense), attends DOLE, NLRC filed cases.*
- Employee Movements – *responsible for employee movement administration, from creating notices, to salary recommendation, updating the employee movement report, and sending notice to the payroll team*

UHG Global Services, Inc

HR Specialist

2011-2015

- *Provide timely updating of employees information in the human resource information system or any manual database being maintained.*
- *Provides promptness and constant feedback to the employees in all attendance and timekeeping concerns.*
- *Ensure confidentiality of data as far as enrolling a new user account is concern.*
- *Meet the timelines on reporting requirements.*
- *Ensure timely reporting of statutory benefits to the respective government agencies.*
- *Provides organized maintenance and filing of 201 files, and ensures tight control to preserve its confidentiality.*

Teledevelopment Services Cebu - BPO and Call Center Support Services

Account Officer/Interviewer

2009-2010

- *Does In-depth and Final Interview to applicants applying as a call center agent*
- *Responsible for the daily, weekly and monthly report of hires*
- *Conducts calibration to all call center partners for their ramp and other concerns*
- *Ensures the quota of hires per week/month are met*
- *Does follow-up for no show endorsed applicants*
- *Does follow-up to clients for hired and endorsed applicants' status*

- *Maintains the database of all active file applications*
- *Coordinates with the Accounting Department for the billing purposes*
- *Joins job-fairs and conducts interviews*

InfoWeapons Corporation – a Research and Development Company
Human Resource Assistant
2008-2009

- Recruitment - Responsible in keeping track of the Personnel Requisition form from the department requesting for additional/replacement of employee/s.
 - *Makes necessary contacts from the media people (like: newspaper & radio) for job vacancy advertisement purposes.*
 - *Makes necessary contacts to on-line recruitment agencies people for a job vacancy advertisement purposes*
 - *Prepares necessary recruitment materials needed for the Job Fair.*
 - *Conducts initial interview for possible applicants.*
 - *Arranges 2nd and final interviews to qualified applicants with the team leaders and General Manager.*
 - *Coordinates with the HR Manager for the Job Offer approval of the qualified applicants.*
 - *Responsible in assisting the new employees' Pre-employment requirements.*
 - *Prepares the Employment Contracts*
 - *Ensures that the new employee has all the necessary office materials and a workstation before deploying to his team.*
- Compensation and Benefits - Assists the employees in their application to all government forms
 - *Assists the employees in updating their contributions and status in all government mandated benefits.*
 - *Ensures all forms needed for hospitalization are filed well*
 - *Coordinates with the HMO provider for any health concerns of the employees*
 - *Updates employees' database*
 - *Conducts Salary Benchmarking*
- Employee Relations - Assists HR Manager in all company Activities
 - *Responsible in looking for helpful activities and seminars for the employees.*

- *Prepares the separation documents for the resigned employees*

Vicsal Development Corporation - a Wholesale and Retail Company

SR. HR Assistant-Compensation and Benefits

2007-2008

- *Responsible for ATM account application for the new employees*
- *Maintains good relationship with Bank Managers of different branches (BPI Bank) for account application purposes.*
- *Responsible for government number application for the new employees*
- *Processes regular/emergency and multi-purpose loans of the regular employees*
- *Maintains good relationship with the insurance brokers of both dependent's and employee's insurance.*
- *Responsible for the annual renewal of accident and hospitalization insurance for both the dependent's and employee's insurance.*
- *Responsible for the employee's' application for their dependent's insurance*
- *Responsible for the government mandated loan applications of the employees.*
- *Makes LOA (Letter of Authorization) to the hospital if an employee or dependent is being hospitalized.*
- *Processes reimbursement/refund of the employees to the insurance provider through the insurance broker.*
- *Answers all queries regarding the insurance policy.*
- *Administers all company-initiated benefits.*
- *Makes weekly and monthly report to Comp. & Ben. Supervisor for all the benefit availed.*
- *Encodes account numbers, and other government numbers of the employees in the system.*
- *Activates/Deactivates Mitech of the employees.*
- *Signs clearances of the resigned employees.*

VICSAL DEVELOPMENT CORPORATION
JR. HR ASSISTANT-COMPENSATION AND BENEFITS
2006-2007

- *Reports new employees to SSS and Philhealth.*
- *Assists the SR. HR Assistant in the LOA issuance.*
- *Responsible for the issuance of uniforms for the employees.*
- *Encodes data like SSS number, Philhealth and all other employee information in the system.*
- *Discuss and assess new employees in the ATM application and other government forms needed.*
- *Assists the SR HR Assistant and Supervisor in their tasks as per request*

EDUCATION

University of San Jose-Recoletos

Bachelor of Science in Psychology

CUM LAUDE

2006

Special Course

Real Estate Brokerage 2012

Sign Language 2008

Divino Amore Academy Highschool

2002

SKILLS

Microsoft Word, Excel, PowerPoint, Outlook, Open Office Applications

Photoscape, Canva

INTERESTS

Writing novels, songs

REFERENCES

Available upon request