

CHRISTOPHER E. DIMABUYU

-  **Purok 3, Lung-lung Street,
San Vicente, Bacolor, Pampanga, PHILIPPINES 2012**
-  **Mobile No.: (+63) 9175175161**
-  **Email Add.: cedimabuyu@yahoo.com**



OBJECTIVE:

To obtain a career that will further hone my professional experience and in turn, can be able to share my learned best practices from the company I have partnered with.

WORK EXPERIENCE:

MANAGER, HUMAN RESOURCES

RMS Collect Philippines, Inc., an iQor Company, SM City Clark, Pampanga
July 2016 – November 10, 2023

JOB DESCRIPTION:

- Complete all duties assigned by the VP of Human Resources Department
- Provide guidance and counsel on variety of issues that include but not limited to – employee relations, conflict resolution, interpersonal communications, policies and procedure
- Formulate partnerships across the HR function to deliver value added service to management team and employees that reflect the business objectives of the organization
- Provide seamless end-to-end resolution on employee relations and labor law queries of Directors, Managers and employees.
- Ensure that the Company is in compliance with Philippines Labor laws with policies and procedures.
- Manage the disciplinary, capability and grievance process and align with the business to ensure compliance and helps build a feedback and coaching culture.
- Accountable for execution of HR programs and processes across multiple offices, including implementation of policies
- Lead and evaluate the HRBPS for continual improvement of efficiency and effectiveness of the group. Provide individuals within the department guidance on professional development with recommendations on training and continuing education
- Ensure strong collaboration with other teams within the HR Team – Payroll, Recruitment and HRSS Team.
- Assisted in the preparation and completion of various internal and external Audits
- Successfully completing all other duties as assigned

AVP, HUMAN RESOURCES

iQor Philippines, Inc., Dasmariñas, Cavite
February 2014 to July 2016

JOB DESCRIPTION:

- Complete all duties assigned by the VP of Human Resources Department
- Attends to daily concerns of call center agents of iQor Dasmariñas sites (SM Dasma & Robinsons Place) and ensures all their administrative needs are met.
- Reviews requests for corrective action memo and termination of employees. Ensures that due process is being initiated and that we are legally compliant.
- Resolves administrative problems by identifying and researching problems in our aim for zero complaints.
- Participates in planning for company-initiated activities.
- Provides counseling and assistance to call center agents needing it.
- Provides information by answering questions and requests
- Contributes to team effort by accomplishing team goals
- Successfully completing all other duties as assigned

AVP, EMPLOYEE RELATIONS

Cyber City Teleservices (Phils.), Inc., an iQor company
April 2013 to February 2014

JOB DESCRIPTION:

- Complete all duties assigned by the VP of Human Resources Department
- Attends to daily concerns of call center agents of all sites (iQor 1, iQor 2, Clark 3 & Davao) and ensures all their administrative needs are met.
- Reviews requests for corrective action memo and termination of employees. Ensures that due process is being initiated and that we are legally compliant.
- Resolves administrative problems by identifying and researching problems in our aim for zero complaints.
- Participates in planning for company-initiated activities.

- Provides counseling and assistance to call center agents needing it.
- Provides information by answering questions and requests
- Contributes to team effort by accomplishing team goals
- Successfully completing all other duties as assigned

SPECIALIST, HUMAN RESOURCES

Cyber City Teleservices (Phils.), Inc.
 October 2007 to April 2013

JOB DESCRIPTION:

- Attends to daily concerns of about 300 call center agents under my turf and ensures all their administrative needs are met.
- Functions as HR-dedicated of one of the most high-profiled financial services accounts of CCTP, Inc.
- Does employee relations in our aim for zero complaints.
- Executes personnel administration such as periodic appraisals, promotions, transfer, compensation and benefits, corrective action, attrition and retention, among others in accordance to company policies.
- Involves in client audits as it relates to Human Resources.
- Participates in planning for company-initiated activities.
- Provides counseling and assistance to call center agents needing it.
- Spearheads company orientation for the newly-endorsed employees.

BENEFITS ASSISTANT, HUMAN RESOURCES

Cyber City Teleservices (Phils.), Inc.
 February 13, 2006 to October 8, 2007

JOB DESCRIPTION:

- Handles self-administered Company Health Maintenance Insurance Program that caters to over 2,000 employees and their dependents.
- Coordinates with employees, affiliated health providers and doctors on matters such as authorized coverage and health benefits.
- Attends to employee concerns especially on emergency cases and settles hospital bills of confined employees at accredited hospitals & diagnostic centers.
- Processes employee's claims for consultations, diagnostic tests and dental procedures.
- Coordinates with Hospitals, Diagnostic centers, Dental Clinics, Dentists and Doctors for affiliation.

EDUCATIONAL ATTAINMENT:

DEGREE HOLDER

BACHELOR OF ARTS, MAJOR IN PSYCHOLOGY

University of the Assumption
 City of San Fernando, Pampanga
 March 1996

SUMMARY OF QUALIFICATIONS:

- Mastery in English Language both oral and written
- Proficiency in Computer
- Goal and results-oriented
- Hardworking with full dedication
- Works well under pressure
- Has vast exposure in all HR facets
- Has good understanding of the Labor Laws

PERSONAL INFORMATION:

Born on February 26,1975. Second eldest of 5. Single.