



MAIRISH MAO A. MATSUNAGA

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Location : Parañaque City, Metro Manila, Philippines

A skilled Human Resources professional, with a wealth of experience spanning 15 years. This extensive practical expertise includes the proficiently managing and optimizing the employment processes and employee lifecycle, strategic recruiting, and the administration of government and office policies.

- Targeted Hiring and Selection
- Project Management
- Succession Planning and Implementation
- Payroll and Benefits Administration
- Employment Visa Processing
- Employee Engagement
- Performance Management
- Labor Relations

WORK EXPERIENCE

Mar 2021 - Present

Hireframe (*Recruitment and Staffing Services - remote US, MX and PH*)

DIRECTOR OF PEOPLE OPERATIONS

Jan 2023 - Present

- Lead the HR and recruiting teams and provide guidance on various aspects of HR management, such as business strategy, talent management, employee engagement, organizational development, account and client management and performance management. Ensure these practices align with the company's strategic business units.
- Identify any issues related to organizational and management effectiveness within the company. Once identified, I offer consulting support to the management team to implement the necessary solutions.
- With extensive experience working with international teams and supporting employees in the Philippines and Mexico. I work closely with these teams to ensure that they feel valued and their needs are met.
- Promote a people-oriented organizational culture by encouraging collaboration, continuous improvement, and high-quality performance.
- Accountable for effectively delivering HR services as part of my role. This means managing critical HR cycles, including talent management, compensation, and engagement. Doing so ensures that all teams receive the necessary support to succeed.
- Provide hiring consultation and guidance to clients and internal department heads. I work closely with them to understand their needs and provide expert advice on hiring best practices, including talent management, compensation, and engagement.

HUMAN RESOURCES MANAGER

Mar 2021 - Dec 2022

- Ensure that the new hires are well-integrated into their respective roles and client accounts by following the organizational HR processes and using appropriate tools.
- Engaging with the new hires to understand their expectations and requirements, which helps in creating a comfortable work environment and a smooth transition.
- Responsible for handling and executing the payroll computation, ensuring that it is accurate and timely. Provided client's billable information to the finance team,

while maintaining confidentiality and ensuring compliance with all relevant laws and regulations.

- Initiate and follow-through on company and client initiatives to support engagement and retention.
- Creating and implementing programs to keep employees motivated and satisfied, such as wellness and recognition programs.
- Facilitate the company's training program for researchers and lead generation specialists. Collaborate with other departments to ensure that the training aligns with the company's goals and objectives.

Aug 2018 – Nov 2020

HUMAN RESOURCES & RECRUITMENT MANAGER

Keystone Global Solutions Inc. (IT/Lead Generation)

- Established the Corporation with the SEC, Taguig BPLO, SSS, PhilHealth, and HDMF.
- Responsible for the annual renewal of government permits and licenses, as well as monthly remittances with the aforementioned government entities.
- As the appointed corporate bank signatory, I handled all Accounts Payable transactions.
- Sourced and placed approximately 120 qualified individuals for all strategic positions and built the management and virtual operations team from scratch.
- Sourced and coordinated with various local vendors in areas such as leasing, IT, and software/tool development.
- Maintained the work structure by updating job requirements and job descriptions for all positions.
- Authored and published the Employee Manual of the Corporation.
- Facilitated the onboarding of new employees, including orientation, registration for mandated benefits and HMO, and creating corporate credentials.
- Mentored the employees to keep them engaged and satisfied with the organization. I conducted one-on-one, team, and management formal discussions to ensure all clarifications and concerns were addressed.
- Presided over the administrative hearings/conferences and executed appropriate disciplinary actions against erring employees.
- Oversaw the monthly payroll/AP/AR reports that were prepared by the Finance team and also prepared the monthly payroll timesheets and disbursements.
- I served as an executive assistant to the three Co-Founders of the Corporation.

March 2017 – Sept 2020

HUMAN RESOURCES & ADMIN. MANAGER

ZDLRU INC. (Management Services - IT/HR/Finance Consulting)

- Served as the appointed corporate bank signatory on all Accounts Payable transactions
- Accountable for all compliances and renewal of the annual Permit to Operate and Architectural/Electrical/Electronic/Mechanical and Fire Safety Certifications of the PEZA-registered client company
- Applied and maintained the 47(a)(2) Special Non-Immigrant Visa of Indian, Korean, and American nationals
- Worked on the downgrading to 9(a) Tourist visas and processed Emigration Clearance Certificates (ECC) of Indian, Korean, and American nationals with the Bureau of Immigration
- Scheduled management conferences with employees; heard and resolved employee grievances; counseled employees and directed superiors
- Conducted fortnightly meetings with the management team to ensure planning, monitoring, and appraisal of employee work results by training the managers to coach and discipline employees

- Created and implemented the Performance Improvement Plan (PIP)
 - Provided performance management guidance and facilitated moderation discussions during probationary and annual performance review
 - Accountable for the whole employee life cycle of everyone in the Corporation
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July 2011 – Feb 2017

Chungdahm (Phils) Inc. (PEZA-Registered/IT Service Export Enterprise)

HUMAN RESOURCES & ADMIN. MANAGER/CORPORATE SECRETARY

August 2016 – February 2017

- Registered the start-up company Chungdahm International, Inc. and its offices located in BGC, Ortigas, and Baguio City
- Acted as liaison and prepared all documentation for compliance with PEZA, Bureau of Immigration, Makati City Hall/SSS/Philhealth HDMF, and Taguig City Hall
- Prepared all documentation and processed the 47(a)2 Special Non-Immigrant Visa and 9(g) Pre-arranged Commercial Employment Visa for Korean/Indian/American nationals
- Implemented employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims
- Prepared all Board Resolutions and Secretary's Certificate of the Corporation

HUMAN RESOURCES & ADMIN. ASSISTANT MANAGER

June 2012 – August 2016

- Authored and published the Employee Manual for the client company
- Prepared employees by conducting the new employee orientation
- Enhanced the organization's human resources by planning, implementing, and evaluating employee relations and human resources programs and practices
- Payroll – prepared the bi-monthly payroll timesheets; prepared pay budgets monitoring and scheduling individual pay actions; and recommended, planned, and implemented pay structure revisions
- Created the Employment Agreement templates for Probationary/Regular and Freelance Engagement
- Written the Non-Disclosure and Non-Competition Agreements for the company
- Learned to process the 47(a)2 Special Non-Immigrant Visa and 9(g) Pre-arranged Commercial Employment Visa for Korean/Indian/American nationals

EXECUTIVE ASSISTANT TO THE CEO

July 2011 - August 2016

- Updated the existing Employee Manual of the company
- Prepare Personnel Action Forms (PAF) for any status/compensation movement
- Created Leave Availment approval process and templates
- Responsible for the Annual and Mid-Year Evaluations of all employees and staff
- Facilitate the deliberations with the management team on each employee evaluation
- Supervises the maintenance of office equipment, including copiers, phones, etc.
- Consolidate and prepared the weekly status report per department, presented any updates/concerns, and wrote the Minutes of the Meeting for the CEO's reference
- Created an Organization Chart and process workflow of the Operations team
- Facilitated and computed for the Mid-year and Annual Employee Evaluations and deliberation

- Managed the timesheet and daily work schedule of Company Messengers and Drivers
- Processed Petty Cash reimbursements and prepared a Liquidation/Expense Report for each monetary request
- Managed flight bookings/managed reservations for every business and personal meeting attended by the CEO
- Organized the Year-End parties/activities for three companies/clients of the CEO
- Did personal errands as needed by the CEO and his family

Oct 2009 – June 2011

EXECUTIVE SEARCH - HEADHUNTER
StratSearch Asia (*Recruitment Firm*)

- Conducted an executive search for potential National, Regional, Area, and Key Accounts Managers and Specialists with FMCG background
- Sourced for qualified IT professionals with diverse and substantial backgrounds and expertise
- Assigned to meet the recruitment needs of Colgate-Palmolive and Perfetti Van Melle
- Organized a talent database for trouble-free search

EDUCATION

March 2010

ST. SCHOLASTICA'S COLLEGE, MANILA
Bachelor of Science in Psychology & Bachelor of Arts in Guidance and Counseling

BACKGROUND

- Proficient in written and spoken English and has a basic understanding of Nihongo and Visayan languages
- With practical experience in [Microsoft](#), [GSuite](#), [Airtable](#), [ClickUp](#), [Trello](#), [GreytHR](#) and [Salesforce](#)
- Has a keen eye for detail and can be remarkably persevering
- Interests include the performing arts, reading novels, event/party organization, and long road trips
- Planning to take the Psychometric licensure examination and pursue a Juris Doctor degree

CHARACTER REFERENCES

Available upon request