Jenilyn Chan

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SUMMARY

Certified Recruiter with 5 years of experience specializing in Healthcare, Engineering, Information Technology and General Staffing recruitment. Experienced with 360 Recruitment such as cold calling, client management, sourcing, screening, interviewing, and placing the candidate.

CERTIFICATIONS

- Registered Professional Recruiter Certification, Association of Professional Recruiters of Canada (APRC)
- Certificate of Employment Intermediaries Certification, NTUC Learning Hub Pte Ltd

EDUCATION

Bachelor of Science in Business Administration Major in Human Resources Management
De La Salle College of Saint Benilde, Manila Philippines

SKILLS

- LinkedIn Recruitment
- Jobstreet, Indeed Sourcing
- MS Office (Word, Excel, PowerPoint)
- Manatal ATS
- Target and Sales Driven
- Candidate Pipeline Management
- Full cycle recruiting
- 360 Recruiter / Full-Desk Recruiter
- Recruitment strategies
- Employment Law knowledge (Canada, US, Singapore and Philippines)
- Negotiation

PROFESSIONAL EXPERIENCE

Technical Recruiter, Creospark Consulting, On, Canada | Feb 2023 to present.

- Identify and attract top tech talent through various channels, including job boards, social media, professional networks, and referrals.
- Manage the recruitment process for two geographical locations, the US and Canada, ensuring compliance with local labour laws and regulations.
- Work closely with hiring managers to understand their tech staffing needs and requirements.
- Collaborate with teams to create detailed job descriptions and specifications for open tech positions.
- Conduct in-depth technical interviews, evaluate candidates' skills and qualifications, and assess their compatibility with company culture.

- Streamline the recruitment process, from initial contact to final offer, while providing a positive experience for candidates and internal stakeholders.
- Promote diversity and inclusion initiatives to ensure a diverse pool of candidates and fair hiring practices.
- Applicant Tracking: Utilize applicant tracking systems (ATS) to manage candidate data, applications, and recruitment metrics.
- Facilitate salary negotiations and extend job offers to selected candidates.
- Assist in the onboarding process for new hires, ensuring a smooth transition into the company.
- Ensure recruitment processes align with employment laws and regulations in both the US and Canada.
- Regularly report on recruitment metrics and outcomes, identifying areas for improvement.
- Manage recruitment efforts for two distinct companies, understanding their unique needs and culture.
- Stay updated on tech industry trends, salary benchmarks, and competitor activities in both locations.
- Build and maintain a network of potential candidates for future tech roles.
- Collaborate with external recruitment agencies and vendors as needed.
- Manage and optimize recruitment budgets for cost-effective hiring.
- Stay flexible and adaptable to address evolving recruitment challenges in the tech industry and geographically diverse locations.
- Develop and implement comprehensive interview guidelines to ensure standardized and effective candidate evaluation processes.
- Train and support interview panel members in adhering to the established interview guidelines, promoting consistency and fairness in candidate assessments.

Senior Recruitment Consultant, Talent Trader Group, Singapore | Nov 2020 to Dec 2022

Business Development:

- Identify and cultivate potential clients through research, cold calling, and networking.
- Establish and nurture relationships with prospective clients to understand their business objectives.
- Created and delivered compelling presentations to prospective clients, showcasing our recruitment services and expertise.
- Negotiated terms and agreements with clients, ensuring mutually beneficial arrangements.
- Stayed informed about industry trends, competitive intelligence, and salary benchmarks to provide clients with insights and recommendations.
- Utilize Customer Relationship Management (CRM) software to track client interactions, leads, and opportunities.

Recruitment:

- Identify current and prospective staffing requirements, prepare and post notices and advertisements, and collect and screen applications.

- Identify and attract potential candidates through various channels, including job boards, social media, referrals, and networking.
- Source for candidates from different Job Portals such as Jobstreet, LinkedIn, Indeed and MyCareerFuture.
- Conduct candidate interviews, assess qualifications, and evaluate cultural fit for job openings.
- Scheduled and managed interview appointments between candidates and clients, ensuring a seamless and efficient interview process.
- Collaborate with clients to develop detailed job descriptions and requirements for open positions.
- Match candidates with suitable job opportunities based on skills, experience, and job requirements.
- Use applicant tracking systems (ATS) to manage candidate data, applications, and progress throughout the recruitment process.
- Facilitate salary negotiations and offer acceptance between clients and candidates.
- Advise job applicants on employment requirements and terms and conditions of employment.
- Assist candidates with the onboarding process, including background checks, references, and document verification.

Achievements:
- Top sales for July 2021, October 2021, and September 2022.
- Achieved a consistent track record of exceeding monthly and quarterly revenue targets.
- Attained eligibility for the Australia Company Trip through a stellar sales performance record.
- Successfully secured major corporate clients through cold-calling efforts.

Recruitment Consultant, Manfield Employment Services, Singapore. | Dec 2019 to Nov 2020

- Actively source candidates through various Job Portals, including Jobstreet, LinkedIn, Gumtree, and Facebook, employing a multi-faceted approach.
- Craft and post engaging job advertisements on multiple Job Portals to attract a diverse range of talent.
- Conduct thorough phone and video interviews, utilizing Malaysia-based resources, to assess candidate suitability for various roles.
- Execute in-person interviews with candidates to further evaluate their qualifications and cultural fit.
- Cultivate and maintain strong, professional relationships with candidates, ensuring a positive experience throughout the recruitment process.
- Oversee end-to-end recruitment processes, encompassing candidate sourcing, screening, interviewing, and placement, with an emphasis on client satisfaction.
- Formulate and implement effective strategies and channels to address clients' staffing needs, customizing solutions to match their unique requirements.

- Engage in proactive business development initiatives, fostering and expanding strong client relationships to sustain ongoing recruitment partnerships.
- Fulfill reference check requests as per client specifications, ensuring a comprehensive assessment of candidate suitability.
- Undertake any additional responsibilities and tasks as directed by the Management team to support the overall objectives of the organization.

Dental Assistant and Receptionist, T32 Dental Centre, Singapore. | Apr 2016 to Dec 2019

- Verifying and confirming appointments by making courtesy calls to patients.
- Responsively handling incoming calls from patients and suppliers.
- Guiding patients in completing necessary information forms.
- Aiding patients in scheduling follow-up appointments and facilitating payment procedures.
- Digitizing and archiving patient documents through scanning and uploads.
- Coordinating with other departments to address any clinic-related issues.
- Maintaining the cleanliness and sterility of instruments and treatment rooms.
- Conducting inventory management for stock supplies across multiple branches.
- Creating comprehensive stock reports utilizing MS Excel.
- Executing month-end internal billing procedures for all branches.
- Coordinating with branch locations regarding appointments, cases, and inventory.
- Sending patient models to various laboratories for processing.
- Coordinating with external laboratories to track the status of patient cases.
- Monitoring and resolving issues related to patient cases and treatment.
- Continuously engaging with patients via both phone and in-person interactions.

Recruitment Specialist, Equicom Shared Services Inc., Philippines | Jan 2015 to Apr 2016

- Source for candidates from our different job databases.
- Conduct phone interviews with candidates located outside the National Capital Region.
- Craft job postings on multiple job portals such as Monster, JobsDB, JobStreet, Kalibrr, and various social media platforms (Facebook, LinkedIn, Twitter).
- Build a pool of competitive candidates.
- Supervise Sourcing Assistants.
- Collaborate with schools and PESO for recruitment initiatives.
- Assist in the organization of job fairs for affiliate organizations.
- Create posters for job postings and events.
- Take charge of marketing job openings and enhancing company branding.
- Attend school and PESO job fairs.
- Identify new client leads.
- Coordinate with clients and maintain strong relationships.
- Establish and nurture business relations.
- Work toward achieving team goals.

Recruitment Associate, Corporate Executive Search Inc., Philippines | Oct 2014 to Dec 2014

- Analyzes the basic qualification and job description provided by the clients to know if the skill set of the candidates matches the criteria
- Created job postings on various job portals (Monster, Jobsdb, Jobstreet, Kalibrr and social media sites (Facebook, Linkedin, and Twitter)
- Created a pool of competitive candidates
- Experience in all the phases of the recruitment cycle
- Assigned with sourcing using different databases
- In charge of phone screening candidates
- Conducts initial interviews
- Tracking the status of the endorsed candidates
- Endorses qualified candidates to clients
- Editing the CVs of the candidates
- Attends career fairs in different organizations.

Human Resource Intern, PEG Southeast Asia, Makati | May 2014 to Jul 2014

- Assigned with shortlisting the applicants
- In charge of phone screening for intern positions
- Interview applicants for Intern positions and assessment as well
- Ask to research personality and IQ questionnaire for employees and applicants
- Assigned with finding training programs for selected employees
- Assigned with checking the computation of the salary of site employees
- Assigned to other clerical tasks for Human Resource Department
- Organizing the 201 files
- Assigned with onboarding tasks of newly hired employees