

# MARTIN CARMELO N. BUNAG, CHRP®



## ABOUT

Seasoned and certified IR HR Professional with 16 years of combined experience in Contact Center, Gaming & Entertainment, and Insurance industries. Notable experience and expertise in quality assurance, human resources, employee and labor relations, performance management, employee retention and discipline, and business compliance.



## PROFESSIONAL EXPERIENCE

### Senior Human Resources Manager

KMC Global Solutions (February 2, 2023 to present)

*6F One Ayala East Tower, 1 Ayala Avenue cor. EDSA, Makati City, Philippines*

Manages all facets of HR for Manila office of CGI Glass Lewis Pty. Limited which extends to Sydney, Australia and Tokyo, Japan offices.

- Manages full-cycle recruitment and conducts new employee orientations to foster a positive company culture.
- Responsible for managing relationships with outside suppliers to provide employee services such as temporary agencies and search firms. Prepares employee separation notices and conducts exit interviews.
- Supports the strategic and cultural initiatives of the company including promoting equality and diversity as part of the company culture. Create and coordinate employee events to keep the workplace fun and engaging.
- Monitors and ensures the company's compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews and modifies policies and practices to maintain compliance.

### HR Business Partner

Sun Life Financial Asia Services Limited. (January 18, 2021 to May 18, 2022)

*8F Sun Life Centre, 5<sup>th</sup> Ave. Cor. Rizal Drive, Bonifacio Global City, Taguig City Philippines, 1634*

HRBP point person for ASCP Operations supporting more than 600 FTEs

- Provide strategic advice and counsel to senior leaders on HR initiatives that drive Sun Life.
- Canada Operations business strategy and align with the company's purpose and objective.
- Be a trusted advisor by understanding the priorities and operating environment of Insurance operations to develop and implement an HR and Talent plan grounded in their business strategy.
- Partner with the business to effectively lead through change with a focus on employee experience.
- Provide coaching and leadership to business leaders and managers through various HR coaching and leadership to business leaders and managers through various HR practices to grow capability in our people managers. practices to grow capability in our people managers.



## PERSONAL



Martin Carmelo N. Bunag



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December 2, 1982



LinkedIn

<https://www.linkedin.com/in/martin-carmelo-n-bunag-chrp%C2AE-95ab289a>

## INTERESTS



Sports



Travel



Books and articles



Network and connect

### **Manager, Gaming HR Business Partner**

Bloomberry Resorts and Hotels Inc. (October 1, 2018 to January 17, 2021)  
1 Asean Avenue, Entertainment City Tambo, Parañaque City, 1701 Philippines

HR point person for Table Games and Slots Departments with more than 2000 FTEs

#### Overall Job Responsibilities:

- Based on understanding of the business unit plans, organization requirements, risks and challenges, the HR BP determines and recommends the appropriate HR support, intervention and services to be delivered to the business unit.
- Acts as the interface between HR team and with the business unit management team. Monitor and ensure HR processes delivered to the business unit meets their requirements.
- Acts as change agents, guides, influences and co-owns people strategies with the business leaders to draw out positive results to the organization and towards the team members.
- Functions as key enabler of the people strategy in attracting, developing and retaining talents.

#### Functional Job Responsibilities:

- Oversees/assists in the high-level resolution of HR issues encountered by the business unit.
- Uses facts and data to 1) identify the business unit's risks and challenges (attrition, attendance, low morale, low productivity, leadership gaps/skills issues, etc.), 2) propose solutions, 3) drive action and 4) demonstrate improvement/results.
- Provides guidance and advice to managers in the area of HR policies, labor code and other regulations.
- Advises and supports business unit managers on the implementation of all HR procedures including disciplinary, grievance, retrenchment and absence management.
- Provides guidance and advice to the business unit in the area of people/organizational development to help create a high performing business culture: Talent and performance management, organization design, overall retention strategies, manpower & pay planning (including labor variance analysis) and selection of candidates for key roles.
- Based on the business unit training needs analysis, manages delivery and/or commissioning of training to heads, managers and staff.

### **HR Business Partner Senior Manager**

Concentrix Services Pty Ltd ROHQ (December 2016 – September 2018)  
SM CyberWest 8<sup>th</sup> flr. North EDSA, Quezon City

Managed one of the newly built sites of the company within Metro Manila that houses 2 major direct accounts (retail and telecom) and have more than 5000 FTEs.

- Serving as the site's single point of contact who directly reports to the HRBP Cluster Lead and represents the HR Department in operations and shared services team with account management responsibilities in terms of strategic support, design and delivery of development programs and proactive engagement to perpetuate positive employee perception.
- Partner with line executives and management to proactively address business issues related to work force development, employee engagement and productivity.
- Established successful relationships with C-level and management to enable change and drive employee engagement.
- Played an integral role in evaluating compensation and performance and creating recommendations to drive higher productivity.
- Develop and maintain service level agreements with the operations and shared services teams.
- Proactively monitors team performance based on agreed metrics in the Service Level commitments, and effect adjustments/changes to maintain or exceed the same.
- Drive a strategic cultural change initiative promoting the organization's newly established company Values and culture statements.

## **HR Business Partner**

*Concentrix Daksh Services Philippines Corporation (December 2012 – December 2016)  
UP Ayala Techno Hub 4<sup>th</sup> flr Bldg F. Diliman Quezon City*

Consultant and adviser to People Managers in the execution of HR-related People Management responsibilities

- Subject Matter Experts on general HR topics and HR-initiated programs and provide advice and counsel on these initiatives.
- Partner with Business Leaders to analyze business unit needs and determine Human Resources programs and actions to support business strategies and initiatives. Design and implement programs and solutions to meet client and organization needs with the HR team.
- Provide insight to executive and senior management on organization structures imparting strategy attainment and improving efficiencies in headcount and attrition analysis.
- Conducts regular HR Skip sessions and focus group discussions to address HR related concerns and provide feedback to operations
- Enable People Managers to become better equipped in handling HR concerns by providing tools and resources (conducting HR101, Employee Relations, Compensation Education Series, etc.)
- Spearhead cascades of program and process updates in their respective account assignments.
- Provides high touch and face-to-face coverage on night shifts for quicker facilitation and resolution of top priority HR concerns of night shift Managers.
- Work closely with line management to proactively address business issues related to workforce development and productivity.
- Partners with Case management team in facilitating end to end disciplinary process.
- Communicate with 'clients' (both internal and external) in such a way as to ensure efficient support and positive relations.

## **Business Controls Analyst**

*IBM Daksh (April 2010 - December 2012)  
7<sup>th</sup> flr. Hanston Bldg. Ortigas Center, Pasig City.*

Audit SPOC who specializes in detecting and investigating fraudulent acts through data analysis. Assist HR senior management team in identifying the gaps and creating compensating controls.

- Utilize effective presentation skills including creative training techniques for delivering compliance trainings and in other initiatives to spread awareness.
- Identifies any compliance related issues.
- Create risk reporting systems that is consistent, clear and accurately measured.
- Communicate published audit findings to all stakeholders.
- Coordinate with HR Senior management on the closure of their findings.
- Work in close coordination with all functional HR and Recruitment unit heads and shared services to successfully implement the quality management system of the company.

## **Reservation Specialist and Quality Analyst**

*IBM Daksh (August 2006 – April 2010)  
7<sup>th</sup> flr. Hanston Bldg. Ortigas Center, Pasig City.*

U.S. domestic reservation and sales specialist for United Airlines.



## TRAININGS and CERTIFICATIONS

### University of the Philippines School of Labor and Industrial Relations

Certificate course in Industrial Relations and Human Resources December 2, 2023

### Bloomberry Resorts and Hotels Inc.

Proactive Labor Relations Seminar September 4, 2019  
Basic Occupational Safety and Health Seminar (BOSH) August 5 – 8, 2019

### Concentrix ROHQ

7 Habits of Highly Effective People January 16 to 18, 2018  
Myers-Briggs Type Indicator November 21 to 23, 2017  
Leading Through Collaboration and Influence April 7, 2017  
Leading Through Inspiration April 6, 2017

### Concentrix Daksh

Team Leader Work Shop: Brilliant at the Basics October 12-15, 2015  
Behavioral Based Interviewing February 4, 2015  
Leadership Enhancement and Advancement Program November 11-13, 2014

### IBM Global Process Services

Digital IBMer: Responsible Secure Computing (Self-paced) September 19, 2012  
Project Management for Non-Project Managers September 19, 2012  
Customer Service Training (Self-paced On-line Course) July 24, 2012  
Secure Workstation Computing Guidance November 3, 2011  
Problem Solving and Decision Making July 25, 2011  
Business Controls – Compliance and Time Management July 15, 2011  
Adapting to Change July 15, 2011  
Conflict Management July 14, 2011  
Business Controls for HR Professionals July 4, 2011  
Effective Presentation Skills 101-Building your Presentation March 3, 2011

### IBM Daksh Business Process Services Phils. Inc.

LFR Training Leading for Results July 2008  
Yellow Belt Six Sigma Training June 2008  
Coaching and Feedback February 25, 2008  
Introduction To Transactional Quality September 2007  
Introduction To Basic Quality August 2006



## EDUCATION

Bachelor of Science in Marine Transportation, Philippine Maritime Institute Colleges, Quezon City (1999 – 2003)