
KRISTINE CARLA L. PADILLA
Bachelor's Degree in Mass Communication
Universidad De Manila (2010-2014)

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Abu Dhabi

SUMMARY

An engaged and motivated HR Coordinator with 12 years of expertise in HR process and administration. Well-versed in Labor Law and successful in working in a fast-paced and challenging environment bringing solid HR acumen to the business.

CORE SKILLS

Administrative Expertise
Stakeholder Management
Employee Relations
Public Relations
Microsoft Office

Labor Law
Good Written & Communication skills
Team Player
Time Management
Visa Process

EXPERIENCE

Admin Assistant

Al Afiya Group

October 2023 - Present (Abu Dhabi, UAE)

- Checks the Biometrics during payroll (timekeeping).
- Update and maintain employee personal files and outlet files such as Trade License.
- Provides certificates (Salary Cert, Employment Cert, etc.)
- Attend employees queries about HR-related issues.
- Arrange the monthly schedule of the employees.
- Ensures that document filenames are correct.
- Communicate with the other departments and outlets for the employees queries.
- Maintain contact list.
- Provide general support to Managers.
- Screening phone calls and routing callers to the appropriate party.

Operations Officer

Terracotta Manpower Proprietorship LLC Human Capital (Client Management)

June 2023 - August 2023 (Abu Dhabi, UAE)

- Handle all client requested human resource services. Prepare documents for offshore and onshore CICPA passes.
- Maintain and keep up to date details of work permit, residence visa and passport information. Oversee client's family visa process and applications.
- Provide support on Mission Visa process for overseas clients. Process clients Schengen visa application
- Prepare end of contract letter and end of service computation to in line with the company's demobilization process.
- Draft contracts, prepare LPO and Sales Order for client's expense. Compile relevant documents of employees.
- Coordinate with external suppliers like Expert Attestation and travel agencies. Assist employee on bank account opening thru HSBC and ENBD.
- Send notification to client regarding employee's document expiry like visa, passport and contract. Prepare salary certificate, salary certificate and employment certificate as requested by the client.

HR Clerk

Abu Dhabi Cooperative Society / SPAR International Human Capital (Government Relations)

May 2015 – April 2023 (Abu Dhabi, UAE)

- Perform administrative tasks related to HR including recruitment, employee relations, and public relations.
- Manage and arrange business travel booking and accommodations for ADCOOPS Executives.
- Proactively manage the timely renewal of all employment visas and passports by monitoring and organizing periodic renewal of employee residence permits, visa medical, Emirates ID applications, biometrics schedule, and Tawjeeh.
- Compile and arrange employee documents related to visa renewal (medical results, emirates id registration form, insurance card copy, salary details, passport, and visa copy).
- Maintain records of work permit expiry, visa expiry, and passport expiry ensuring that the HR system, worksheets, and employee personnel file are updated.
- Develop and organize a filing system.

- Keep track of personnel files by maintaining tracking records of stored and borrowed files.
- Maintain confidentiality of the employee files by making sure that the filing room is secured.
- Safe keep passport and manage passport release and initiate dispatch when needed.
- Manage ticket booking for released employees ensuring that the best fair is obtained by having efficient coordination and negotiation with various travel agencies.
- Prepare LPO against ticket booking and hotel booking invoices in Microsoft D365.
- Deal promptly and productively with employees on general inquiries about PRO functions. Encode and review petty cash in the Government Relations section
- Assist talent acquisition team in sourcing candidates and scheduling interviews,
- Perform other related duties as may be required by the direct supervisor.
- Scan, rename, and store employee documents ensuring that a clear copy is stored

Customer Account Executive

Alorica Philippines, Inc. April 2014 - March 2015 (Philippines)

- Provide outstanding customer service, and build individual and store sales volumes while establishing and maintaining good customer relationships.
- Process new client accounts, maintain customer accounts, implement changes to existing accounts, and file documents and other paperwork.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Refer unresolved customer complaints or special requests to designated departments for further investigation.

Personal Assistant (Student Assistant)

Universidad De Manila June 2010 – March 2014 (Philippines)

- Act as a link between the administration of the university and the students and ensure effective communication and coordination between both the units.
- Act as a receptionist, which includes answering phones, taking messages, and greeting and assisting students and other visitors.
- Support the administration department by providing office support such as typing, data entry, copying, faxing, filing, preparing, and/or hanging flyers or bulletin boards, and other support as required.
- Conduct orientation programs for the newly joined students and provide them with information about college facilities, procedures, and regulations.
- Take note of the suggestions and complaints received from the students and forward them to the university management.
- Follow procedures and protocol in compliance with University policy.

TRAININGS AND SEMINARS

- Effective Report and Writing, July 19-20, 2017 – Marriot Hotel , Abu Dhabi, UAE
- Field Reporter "Mission 2013 Special Coverage" DXZL 558 RMN Manila
- May 17, 2013 Forum "Youth in Nation Building" September 4, 2012 Universidad de Manila Philippines
- Communication in a Workplace February 22, 2012 - Universidad de Manila Philippines
- Press Forum "State of the Philippine Media" January 28, 2012, Universidad de Manila
- Philippines Migration on the Multi-Cultural Society of Japan: Workers, Women and the Next Generation January 27, 2012, Ateneo de Manila, Quezon City Philippines
- Japanese Cartooning "Imahenasyon" November 27, 2011 De La Salle University
- Philippines 21-days Summer Leadership Workshop- April 9, 200, Tanay, Rizal Philippines