



PERSONAL INFORMATION

Email: pjreyes201020050@gmail.com

Mobile no. : 09273183418

Transportation:

- Owns a Motorcycle

- Owns a Car

- Internet Subscription: PLDT Home Fiber 25 mbps

- Laptop Specs: Ryzen 5, 512 SSD, 1 TB HDD, 20gb RAM

Address: 42 Opal St. Severina 18 Subdivision Barangay

Marcelo Green Paranaque City

ACHIEVEMENTS

ACS - Customer retention rate of 25% of calls received per week

Convergys - Was able to reduce cost per hire from P1000.00 to P700.00

Bibo Global Opportunity - I was able to create spiels that helped the team to have better Applicant Experience Survey responses

Converge ICT - I was able to introduce tools that benefited Recruitment Process

- Web based SMS tool instead of the company issuing mobile phones to each RS we use this tool to communicate w/ candidates
- Created an online application form and an online monitoring spreadsheet that helped transition from traditional to online
- Introduced the use of Spreadsheet to serve as trackers for data gathering and candidate info storage
- Utilized the use of Excel Formulas for data gathering and reports

EDUCATION

Adamson University

BS Psychology (Graduate)

University of Perpetual Help System Dalta

BBS Nursing (Undergrad)

PAUL JEROME REYES

Senior Sourcing Specialist

WORK EXPERIENCE

Company name: CONVERGE ICT

Position: Sr. Sourcing Specialist (HR Recruitment)

Period of Employment: January 27 2020 - Present

Tasks:

- Responsible for producing leads to fill in job vacancies in the company.
- Conduct online postings
- Provide ideas on how to source leads
- Do Recruitment Activities (End to end)
- Conduct open house recruitment
- Peso office involvement

Company Name: BIBO Global Opportunity

Position: Assistant team lead/Recruitment Specialist

Period of Employment: January 2016 – January 2020

Tasks:

- Assistant team lead- Handled over 400 active teachers and assist them with the complaints they receive from the clients, concerns they may have with HR, Payroll, Company processes etc.
- Recruitment Specialist – Conducted Phone interviews, Skype Interviews and Interviews in person. I also conducted Training sessions.

Company Name: CONVERGYS Philippines

Position: Sourcing Specialist - Talent Acquisition

Period of Employment: April 2015 – November 2015

Tasks:

- Offsite Coordinator - I was the person in charge to handle offsite recruitment activities like job caravans, recruitment hubs, and handling head hunters/disers. I need to make sure that every recruitment event will be successful so that cost per hire will be efficient.
- Digital POC – I do the job postings via digital medium like Facebook, Jobstreet, and other job search engines to make sure that our company is well advertised online and convert every candidate we encounter to hires.

Company Name: TELETECH

Position: Customer Service Representative

Period of Employment: February 2010 – June 2014

Tasks:

- I was a billing specialist where I answer customers general query about their bills and services, I assess their usage to analyze if they are in the best plan possible and also help the customers maximize the services we offer.
- Another task was to collect payments via phone.

Company Name: Affiliated Computer Services

Position: Customer Service Representative

Period of Employment: October 2009 – January 2010

Tasks:

- My main task was to retain customers who wants to deactivate their account with our services by enticing them with the benefits and how they can maximize the use of our product