

JOANNE M. VILORIA

Blk 10 Lot 7 Alcove Ridgecrest Subdivision, Molino IV Bacoar Cavite

(63)-9176360645

randiej.joanne@gmail.com



OBJECTIVE

To be connected with a firm where my professional skills can be applied and where there are opportunities for a career growth and to enhance my skills and abilities.

WORK EXPERIENCE SUMMARY

- Total of 10+ years of IT Recruitment experience in US, Canada and Australia market (World Networking Services Inc., CAISTA - Computer Aid, RCG IT, KForce, TEEMA and Real Time Australia).
- Almost 3 years of experience as a Technical Support Representative (inbound and outbound) for Dell Account (Client Logic Phils., Inc.)
- 1 years and 4 months experience as MIS Staff from Wimpex Group of Industries (Phils.) Inc.

EDUCATIONAL BACKGROUND

- Bachelor of Science in Computer Science (June 1997 – March 2001)
Adamson University, Ermita Manila Philippines

SEMINARS/TRAININGS ATTENDED

- | | |
|---|-----------------|
| ➤ I.T.: Hi! Tech A Look Into the New Millennium | September, 1998 |
| ➤ Web Page Design and Development | August, 2000 |
| ➤ Wireless Application Protocol (WAP) | September, 2000 |
| ➤ Windows Best for ME (Windows ME) | October, 2000 |
| ➤ Career Development | February, 2001 |
| ➤ Navigating SQL (The Oracle Way) | March, 2001 |
| ➤ American Geography, Culture and Accent Training | April, 2003 |
| ➤ Dell Technical Training on Desktop | May, 2003 |
| ➤ Dell Technical Training on Portables | June, 2003 |
| ➤ Dell Technical Training on Printers | June, 2003 |
| ➤ Dell Non Time Bound Trigger Queue | September, 2004 |
| ➤ Peopleclick RMS Training | January, 2008 |

CERTIFICATIONS

- | | |
|---|----------------|
| ➤ American Geography, Culture and Accent Training | May, 2003 |
| ➤ Team Player Award | February, 2004 |
| ➤ Dell Certified Non-Time Bound Trigger (NTBT) Technician | November, 2004 |
| ➤ Outstanding Performance EOD CARE Escalations | July, 2005 |

EMPLOYMENT HISTORY

UPWORK

January 2014 – Present

Technical Recruiter - Sourcing Specialist (Freelance)

Duties & Responsibilities:

- Primary responsibility is to search, screen, and shortlist resumes to match the requirements of technology (IT) positions.
- Experience using internet sourcing techniques and sites with a superior understanding of Boolean semantic search strings.
- Executes sourcing strategy to identify potential candidates for seasonal/part-time/full-time positions.
- Identify qualified applicants, conduct / schedule screening interviews (Upwork, LinkedIn and internal database).
- Build and maintain database of qualified professionals to rapidly respond to talent management needs.
- Works closely with the core recruiting team to create recruiting strategy in order to get qualified candidates based on the client's requirements.
- Take on additional administrative responsibilities and projects as needed.
- Create job postings in Upwork.
- Attention to detail with exceptional analytical and process management skills.

TEEMA CONSULTING GROUP INC. (TEEMA)

September 2010 – June 2016

Sr. Technical Sourcing Recruiter (Talent Manager)

Full-time Consultant

(April 2013 – June 2016)

Part-time Consultant

(September 2010 - March 2013)

Duties & Responsibilities:

- As a Talent Manager, my primary responsibility is for candidate generation on US and Canada technical and non-technical openings as assigned by the Client Manager and Talent Manager Canada counterpart.
- Experienced using internet sourcing techniques and sites with a superior understanding of Boolean search strings.
- Executed tactical sourcing strategy to identify potential candidates for seasonal/part-time/full-time positions utilizing Talent Acquisition Tools (MaxHire, Compas, Indeed, Workopolis, Monster, Dice and LinkedIn RPS).
- Worked closely with the Canadian recruiting team to create robust recruiting strategy in order to get qualified candidates based on the client's requirements.
- Created job postings in T-NET where requests sent by TEEMA members in BC region will be reviewed if the template is being followed. Part of the responsibility is to maintain the jobs being posted in T-NET under TEEMA and that the guidelines imposed by T-NET are strictly implemented.
- Created job postings in Monster for Canada market where request sent by Client Manager in Vancouver.
- Profiled candidates resumes based on TEEMA's format for submission to the clients.

KFORCE GLOBAL SOLUTIONS

November 2011 – April 2013

Talent Identification Specialist

Duties & Responsibilities:

- Identified candidates/clients through job board databases (Monster, Dice and CareerBuilder), online job orders and existing candidate/client inventory (Recruitmax) to define appropriate prospects based upon the needs of the customer.
- Constructed Boolean search strings to expedite focused candidate/client discovery.
- Observed, received, and otherwise obtained prospect and job opening information from all relevant sources.
- Provided information to supervisors, fellow workers, and/or subordinates through face-to-face communication, in writing, or via telephone/electronic transfer.
- Developed constructive and cooperative working relationships with others.

CLERYSYS

March 2011 – June 2011

Technical Recruiter

Duties & Responsibilities:

- Responsible in fulfilling technical recruitment as assigned by the Team Lead (this includes sourcing resumes using but not limited to job boards, networking sites, referrals, etc. to find high-quality candidates whose skills, qualifications and personality best match the job description specified by the Client).
- Responsible in conducting in-depth interviews over the phone to gather relevant information regarding the candidate's working background, technical and non-technical skills, hourly rate/salary which may require negotiation and other pertinent information needed to gauge the candidate's competencies.
- Responsible in candidate profile presentation that includes but not limited to editing the resume and creating a summary of relevant skills to "sell" the candidate's relevant skills and qualifications to meet the Client's needs.

RCG INFORMATION TECHNOLOGY INC.

March 2010 – March 2011

Sr. US Technical Recruiter

Duties & Responsibilities:

- Responsible in coordinating with account executives and recruiters by attending daily conference calls to have a clear understanding of the job requirements.
- Responsible in sourcing resumes using but not limited to job boards (Monster, Dice, CareerBuilder), networking sites, referrals, etc. to find high-quality candidates whose skills, qualifications and personality best match the job description specified by the Client.
- Responsible in conducting in-depth interviews over the phone to gather relevant information regarding the candidate's working background, technical and non-technical skills, hourly rate/salary which may require negotiation and other pertinent information needed to gauge the candidate's competencies.
- Responsible in candidate profile presentation that includes but not limited to editing the resume and creating a summary of relevant skills to "sell" the candidate's relevant skills and qualifications to meet the Client's needs.
- Assisted the junior recruiters in understanding the IT requirements and the different client process.
- Oversaw the whole team's operation in absence of the Team Lead.
- Responsible in generating sales leads from various sources (from candidate's professional references, through networking, etc.) to provide potential new clients for the Company.

CAI-STA (COMPUTER AID INC.)

October 16, 2007 – March 2010

Technical Sourcing Recruiter

Duties & Responsibilities:

- Served as recruiting and sourcing expert for assigned business units by fully understanding hiring needs, position specifications and search requirements.
- Understands the employment market and trends.
- Focused on completing client work in accordance with established plans and quality standards.
- Built competencies in the areas of basic consulting, assignment performance, and functional skills, and embrace and practice the core values of the firm
- Performed local candidate screening on recurring requisitions; Review initial screening assessments and determine eligibility based on minimum requirements; Conduct telephone screening.
- Executed tactical sourcing strategy to identify potential candidates for seasonal/part-time/full-time positions utilizing Talent Acquisition Tools (Peopleclick RMS and I-Recruiter), Monster, Dice and other free job posting sites.

WORLD NETWORKING SERVICES, INC.

March 2006 – October 2007

IT Recruiter

Duties & Responsibilities:

- Recruited and placed candidates in permanent, contract, and contract-to-perm positions in Technical / Engineering and Information Technology.
- Responsible for screening resumes, interviewing applicants, and referring well-qualified applicants based on needs defined by the hiring managers from US clients with emphasis on matching specific candidates with specific positions.
- Provided a high level of customer service in interviewing, negotiating salaries and making offers to the candidates and advocating well-qualified resources to the US clients.
- Understands and supports the recruiting needs of the US clients, proactively seek and maintain a well-qualified candidate pool/skills data base.
- Developed and maintained strong working relationships with vendors, consulting firms and other team members to create a partnership that yields success, predictable results and credibility.
- Served as an effective liaison for the US clients with special emphasis on developing relationships with a variety of sources of applicant referral sources.

CLIENT LOGIC PHILIPPINES, INC.

October 2004 – February 2006

NTBT (Non Time Bound Trigger) Representative

Duties & Responsibilities:

- CTS Trigger Team Representatives (L2 Technical Representatives) personally contact e-survey respondents who were "extremely dissatisfied" in regard to their contact with Dell Technical support and/or whose issue is currently unresolved
- Representatives are responsible for obtaining, correlating, and documenting written and verbal feedback submitted by survey respondents in Dellserv and DART database.

-
- Representatives will use available resources to provide direct advice, guidance, and troubleshooting assistance to respondents with unresolved technical issues.
 - Representatives will take ownership of unresolved technical issues and provide a central point of contact through resolution.
 - Representatives provide appropriate referral and contact information to customers working to resolve third party and/or non-Dell supported issues and clarify the customer's understanding of Dell Supported Issues.
 - Representatives work on problems of moderate to difficult scope where technical skills, analysis of data and communication skills are used to ensure customer satisfaction.
 - Representatives will troubleshoot, create service dispatches where appropriate, or offer concessions on a case-by-case basis subject to qualifications set forth by Trigger Team Management.
 - Representatives exercise sound technical and customer service judgment within and outside of defined policies and procedures to determine appropriate action.

Technical Support Representative

April 2003 – September 2004

Duties & Responsibilities:

- Answered ACD calls and address the customer's technical support needs or handle/route accordingly.
- Provided first-level technical support on basic operational or maintenance of a personal computers and /or peripherals using documented procedures and available tools.
- Used troubleshooting techniques and tools to identify products that are defective and follow guidelines in issuing service calls.
- Escalated problems when unable to make proper determination.
- Remain knowledgeable of Dell's product line and service offerings, current industry products and technologies.
- Logged customer contacts.
- Representatives will maximize customer satisfaction metrics by providing quality call service.

WIMPEX GROUP OF INDUSTRIES (Phils.), INC.

January 2002 – May 2003

MIS Staff

Duties & Responsibilities:

- Designed and prepared products' brochure, advertisement and catalogue using Adobe PhotoShop and Dreamweaver.
- Helped in maintaining and updating the company's system.
- Checked the hardware components of the company's POS units.
- Daily checks the incoming business e-mails and buyer's Purchase Orders.
- Updated and prepared the company's website.

KAWON CORPORATION

October 2001 – January 2002

Assistant Merchandiser

Cutting Recorder

June 2001 – October 2001

TECHNICAL SKILLS

➤ **OPERATING SYSTEMS**

- Microsoft Windows 10, Windows 7, Vista, XP Home/Professional, Microsoft Windows 9x/Me, MS-DOS.

➤ **PRODUCTIVITY AND PUBLISHING TOOLS**

- Microsoft Office, Adobe Photoshop 6.0/7.0, GIMP (GNU Image Manipulation Program), MS Picture Manager

➤ **TALENT ACQUISITION TECHNOLOGY**

- I-Recruiter, Peopleclick RMS, Adapt, MaxHire, RecruitMax, MaxHire, Compas, Jobadder