

Contact

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Top Skills

Information Security

Ethics in Cybersecurity

NIST Cybersecurity Framework (CSF)

Certifications

Foundations of Cybersecurity

Ethical Hacking: Understanding the thin line

Regional Cybersecurity and Data Privacy Awareness

Claire Magbanua

MIS Technical Helpdesk | Human Resource Officer (Timekeeper and Benefits Officer)

General Santos, Soccsksargen, Philippines

Summary

As a Human Resource Timekeeper, I have honed my skills in managing and maintaining employee records, processing time and attendance data, and ensuring compliance with labor laws and company policies. As a Benefits Officer, I possess a deep understanding of employee benefits programs, enrollment procedures, and insurance administration. And with my experience in MIS technical helpdesk support, I possess a strong foundation in troubleshooting, resolving technical issues, and providing user assistance. In conclusion, my work experience as a Human Resource Timekeeper, Benefits Officer, and MIS Technical Helpdesk bestows upon me a unique skill set that holds immense value in today's business landscape. By leveraging my expertise, I can offer a range of services to meet evolving business needs.

Experience

KCC Property Holdings, Inc.

MIS Helpdesk

November 2021 - March 2023 (1 year 5 months)

General Santos, Soccsksargen, Philippines

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Respond to technical support tickets and resolve issues in a timely manner
- Install, configure, and maintain computer hardware and software systems
- Troubleshoot technical problems and resolve issues in a timely manner
- Maintain accurate records of all technical support requests and their resolutions
- Collaborate with other members of the IT team to provide effective technical solutions to end-users
- Stay up-to-date with new technology and software updates to ensure that the company's systems are operating at optimal levels

Viajero Motorsales Inc.

Human Resources Officer

January 2019 - July 2021 (2 years 7 months)

General Santos, Soccsksargen, Philippines

- Monitor and record employees' attendance and timekeeping data, ensuring accuracy and completeness
- Compute overtime hours and ensure timely processing and issuance of overtime pay
- Evaluate employees' attendance ratings and provide feedback to management as needed
- Process all statutory benefits (except enrolling) including reporting of separated and transferred employees, and assisting employees with loans, contributions, SSS Sickness, Maternity Benefit, and other concerns
- Manage the company's scholarship program, including coordinating with the company's foundation and managing scholar concerns
- Manage the company's HMO and group insurance, including coordinating with the insurance provider and addressing employee concerns related to benefits
- Produce and distribute regular employee company ID cards
- Prepare memorandums as needed, ensuring accuracy and clarity of communication

Philippine National Police

Maintenance Officer

June 2018 - September 2018 (4 months)

General Santos, Soccsksargen, Philippines

- Data Encoding
- Assisting with computer hardware and software concerns
- Other related tasks to be assigned by the police officers

Education

ACLC College

Bachelor of Science - BS, Information Technology · (April 2019)