

VJ VILLACORA ALBA

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Career Objective: To get employed in an organisation where I could share my knowledge and expertise in Customer Service. Expand my horizon in terms of organisational skills and teamwork.

Work Experience:

Company Name: Inspiro Relia Inc.

Position: CSR/TSR

Duration: August 29, 2023 to Present

Account: Web Hosting

-Task includes

- Taking calls from resellers
- Chat Support
- Email Support
 - Domain renewal, registration, de registration, redemption.
 - Hosting service, cPanel, M365 and Domain redirection.

Company Name: Metacom Business Process Outsourcing Solutions

Position: Recruitment Specialist

Duration: March 15, 2022, to August 16, 2023

Task Includes

- Screen resumes and job applications.
- Conduct initial phone screens to create shortlists of qualified candidates.
- Endorsed candidate to client partners.
- Interview candidates via zoom for a wide range of roles (CSR, TSR, and Sales Representatives)
- Track hiring metrics including time-to-hire, time-to-fill, and source of hire.
- Follow up with candidates throughout the hiring process.
- Maintain a database of potential candidates for future job openings.

Company Name: Synchrony Global Services Philippines Inc.

Position: Collections Representative

Duration: January 18, 2021, to July 13, 2021

Task Includes:

- inbound and Outbound call for payment collections

Freelance Home-based

Company Name: Lead Heroes (Part-Time)

Position: Appointment Setter

Duration: November 13, 2020, to December 30, 2020

Task Includes:

- Set call appointment for Medical and Final Expenses Insurance

Company: NU Tech E-Business Solutions

Position: Team Leader

Duration: February 1, 2020, to July 30, 2021

Task Includes:

- o Hiring Chat Moderators
- o Orientation and Training
- o Setting schedule and making sure schedule were followed
- o Checking and monitoring messages sent by moderators and creating daily data reports. Analyzing data, forecasting daily message trends, volumes, and queues.
- o Coaching moderators
- o Payroll Computation
- o Payroll Releasing
- o Payroll Reports
- o Members evaluation

Position: Chat Moderator (Part-Time) Work from Home

Duration: December 17, 2019, to January 31, 2020

Task Includes:

- Replies to random messages.
- Follow guidelines on sending messages
- Hit KPI on a daily basis

Company Name: TeleTech (Cainta Site)

Position: Customer Representative

Duration: October 16, 2019, to July 5, 2020

Task Includes:

- Answer concerns about employee payroll and benefits.

Company: Keysys Inc.

Agency: Legend of Ice Recruitment and Services Inc.

July 3, 2019 – September 30, 2019

7th Floor Future Point Plaza Panay Avenue, Quezon City

Position Title: HR Payroll Assistant

Prepare and maintain all employee payroll records

Produce all cheques/vouchers

Prepare payroll summaries and remittances

Prepare monthly and annual reports

Enroll employees inappropriate plan

Prepare Record of Employment forms in accordance with legislation as required.

Develop and maintain filing systems, ensuring confidentiality for staff members.

Prepare reports, letters, remittances, and documents relative to the Payroll Assistant position.

Performs other duties and obligations as assigned by the Payroll Supervisor or the Human Resources Manager.

Human Resources Department

Results Manila Inc.

April 6, 2015, to April 4, 2019

2nd Floor Silver City Mall, Frontera Verde Drive corner Julia Vargas Avenue Ortigas East, Pasig City

July 17, 2017, to April 4, 2019 – Human Resources Information System Associate

In-charge of New Hire Employee Requirements – from receiving, completion to Safekeeping (201 to 202)

Ensures all employee information is true and correct – from their current personal information to the changes that may occur.
 Validates proofs of government numbers are submitted to HR.
 Encode and update the information provided by the employees.
 Participates in New Hire Orientation – covers HRIS-related information.
 Encodes, updates, and reports payroll changes on employee salary details (Regularisation, Promotion, and Merit Increase)
 Provide weekly reports on Vital Requirements, Secondary Requirements, Clearance Report, Bulletin Board Updates, PEZA Reports, Employee Zero Hours Report, HR Talk Report, Last Pay Expedition Report
 Provide traction reports on compliance in HR and Site initiatives.
 Prepares Employee COE (Active and Separated).

April 6, 2015 – July 14, 2017 – Compensation and Benefits Associate (Q Plaza Site)

Attend employees' inquiries on Government and Company compensation and benefits.

Approves employees filed Unplanned and Authorised Leaves of Absence

Reports and validates employee incentives, employee disputes, and employee deductions for every payout.

Attend to employees' queries on Government-Mandated Benefits (SSS Loans, SSS Sickness, and SSS Maternity Benefits, Pag Ibig MPL and Calamity Loan Applications, etc. and Phil Health needed documents CF1 SF1 and Contribution Certificate)

Processed companies' Sickness and Maternity Claims

Participates in Employees New Hire Orientation – covers C&B-related information.

Validates and approved documents submitted to HR.

VXI Holdings Incorporated Ltd.

November 23, 2012 – April 3, 2015

November 28, 2013, to April 3, 2015 – Generalist (HR BP) – Handles Employee Relations, Labor Relations, and Compensation and Benefits.

HR Business Partners – Directly coordinates with Account Leaders to ensure HR needs are met.

Employees Relations

§ Conducts Focus Group Discussions – From Rank and File to Supervisors.

§ Conducts HR Talk to new Hire Employees

§ Attend to and provide one-time resolutions to employees' concerns.

§ Prepares and submits a Focus Group Discussion Report.

§ Ensures Bulletin Board and HR communication are updated

Labor Relation

§ Review and approve Notice to Explain serves to the employee.

§ Schedule and send invites for Admin Hearings.

§ Conduct Administrative Hearing.

§ Creates recommendations on Admin Hearing decisions.

§ Serves Notice of Decisions to employees from Rank and File to Supervisor

§ Track and provide reports on company cases.

Compensation and Benefits

§ Attend employees' inquiries on Government and Company compensation and benefits.

§ Attend to employees' queries on Government-Mandated Benefits (SSS Loans, SSS Sickness, and SSS Maternity Benefits, Pag Ibig MPL and Calamity Loan Applications, etc. and Phil Health needed documents CF1 SF1 and Contribution Certificate)

§ Validates and approved documents submitted to HR.

§ Submits, monitors and releases employees filed government-mandated benefits.

November 23, 2012, to November 27, 2013– Customer Service Associate (Western Union)

Handles call for Money Transfer, Correct information

Ensure that all Metrics were met on a daily, weekly, and monthly basis.

Follow the immediate supervisor.

Worked with various BPO Companies as an Agent – from September 2007 to November 2013

Company Name: Convergys (San Lazaro)

Position: Customer Service/Technical Support/Sales/Billing

Duration: August 18, 2012, to November 22, 2012

Company Name: EGS

Position: Medical Account Specialist

Duration: October 24, 2011, to August 17, 2012

Company Name: Bow & Wow

Position: Product Researcher (Part Time)

Duration: July 6, 2011, to October 22, 2011

Company Name: Hinduja Global Solutions

Position: Technical Support Representative

Duration: May 5, 2010, to July 6, 2011

Company Name: Teleperformance

Position: Technical Support Representative

Duration: April 29, 2010, to May 1, 2010

- Banking Industry – BPI Family Savings bank UNI Teller – May 5, 2008, to April 28, 2010- High Counter Teller – receives deposits and processes customer withdrawals. Processed daily ending balance report.

Company Name: ICT

Position: Credit Account Executive

Duration: September 22, 2007, to May 4, 2008

Retail Industry – Data Blitz – August 22, 2004, to September 22, 2007 – Marketing Assistant - Handles Administrative and Marketing Reports. Employee concerns, Employee hours, and timekeeping.

Educational BackGround: Bachelor of Science and Business Administration
Major in Marketing (SY – 2000 to 2004)
EARIST – Sampaloc, Nagtahan Manila

Lakan Dula High School – Gagalangin Tondo, Manila
Attended and Graduated (SY – 1996 to 2000)

J.C de Jesus Elementary School – N. Zamora St. Tondo,
Manila
Attended and Graduated (SY – 1990 to 1996)

Character Reference:

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NU TECH E-Business Solutions
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Vivien/Cherry Labuguen Manlapaz
Appointment Setter
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