

Kristina Marie Ortiz Ramos

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WORK EXPERIENCE

I have been working for 8.0 year(s).

1. Position: **HUMAN RESOURCE OFFICER**
Duration: March 2017 – June 2025 (8 years)
Company: Workmode Manpower Services
Location: Arguelles St., Jaro Iloilo City
Department: Human Resource Departments

RECRUITMENT & DEPLOYMENT

- Source, screen and shortlist candidates based on client requirements.
- Coordinate interviews between candidates and client representatives.
- Process pre-employment requirements, background checks and medical clearances.
- Facilitate onboarding and deployment of hired employees to various client sites.

EMPLOYEE RECORDS & DOCUMENTATION

- Maintain accurate and updated employee records and 201 files.
- Prepare contracts, memorandums and other employment related documents
- Monitor employee status, renewals and end of contract notices.

CLIENT SUPPORT

- Serve as a point of contact for assigned client accounts
- Ensure timely communication and coordination with clients regarding manpower needs and HR related concerns
- Address and resolve issues raised by clients or employees deployed to client sites
- Attend client meetings and site visits as required.

EMPLOYEE RELATIONS & WELFARE

- Assist in handling disciplinary actions, incident reports and employee grievances.
- Monitor employee attendances, performance and compliance at client locations.
- Support employee engagement activities and initiatives.

COMPLIANCE & REPORTING

- Ensure HR practices comply with labor laws, company policies and client standards.
- Submit regular reports to management and clients regarding manpower status, movements and HR metrics.

Position: **CASHIER/CUSTOMER SERVICE REPRESENTATIVE**
Duration: April 2013 – February 2016
Company: Customer Frontline Solutions inc (PLDT)
Company Industry: Telecommunication
Location: LAPAZ ILOILO CITY
Department: BILLING
Job Description: 1) Receive payment by cash, check, credit cards, vouchers, or automatic debits.
2) Issue receipts, refunds, credits, or change due to customers.
Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
4) Greet customers entering establishments.
5) Maintain clean and orderly checkout areas.
6) Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
7) Resolve customer complaints.

3. Position: **Customer Service Representative**
Duration: Jan 2012 - Mar 2012 (0.1 month)
Company: Transcom Worldwide Philippines
Company Industry: Call Center / IT-Enabled Services / BPO
Location: Iznart St., Iloilo City

Job Description: Attend calls of the customers. Billing and Technical

4. Position: **HR Assistant**
Duration: Feb 2009 - May 2011 (0.2 yrs)
Company: Mandurriao Star Inc. (SM City Iloilo)
Company Industry: Retail / Merchandise
Location: Mandurriao, Iloilo City
Department: Human Resource
Job Description: Responsible for assisting the Personnel Supervisor in the proper implementation of recruitment and staffing activities. My specific duties and responsibilities are:
1. Performs recruitment and manpower sourcing
2. Conducts initial interview and screening
3. Arranges for manpower deployment and company orientation
4. Handles employee contracts
5. Administers scores and interpret psychological testing of applicants and give appropriate recommendation
6. Ensures safe and accurate record keeping of tempo employees 201 file
7. Ensures that cleanliness and orderliness of work area.
8. Prepares monthly reports for Head Office and Government Agencies.
9. Perform other related functions assigned from time to time.

5. Position: **Customer Service Associate**
Duration: June 2011 - Aug 2011 (0.2 months)
Company: Teletech Inc.
Company Industry: Call Center / IT-Enabled Services / BPO

Location Mandurriao, Iloilo City
Department: Customer Service
Job Description: Attend training for Customer Service Associate.

6. Position: **HR Assistant**

Duration: February 2009 - February 2011 (2 yrs)

Company: Iloilo Mission Hospital

Company Industry: HealthCare / Medical

Location Mission Road Jaro Iloilo City

Department: Human Resource Department

Job Description: I. Summary Function:

Assists the HRDO in ensuring that all transactions pertaining to the needs and benefits of the human resource shall be facilitated in an accurate and timely manner.

II. CHARACTERISTIC DUTIES & RESPONSIBILITIES:

1. Staff Recruitment and Selection Process

- a. Ensures that pertinent documents on hired employees are in place.
- b. Ensures timely preparation of agreements, contracts and other documents pertaining to employment.
- c. Ensures that payroll is properly advised to the changes of employment status for timely payroll action.
- d. Ensures that individual 201 files of the employees are updated.
- e. Ensures that e-file of Personnel Master-list or Plantilla is updated
- f. Assists HRDO in contacting applicants for the scheduled screening process.

2. Staff Performance and attendance Activities

- a. Coordinates with the departments to ensure that required reports and documents are received at the HRDO on time (Tardiness reports, under-time reports, monthly schedules, etc.)
- b. Monitors Overtime Requests and ensures proper recording
- c. Coordinates with the different departments to ensure timely submission of changes in schedules.
- d. Assists HRDO in computing evaluation results submitted by the departments.
- e. Records tardiness of individual staff in the yellow card for reference in the computation of vacation leaves.

3. Staff Development

- a. Coordinates with HRDO and ensures that Orientation & Training materials are in place.
- b. Assists HRDO in maintaining bulletin boards and the like for information dissemination on benefits, hospital policies, labor standards and labor relations and others.
- c. Assists HRDO in the conduct of Capacity Building activities.

4. Staff Benefits and Accountabilities

- a. Ensures that staff requests for Certification of employment is facilitated
- b. Ensures that pertinent documents of each staff is properly filed.
- c. Ensures that each employee receives pertinent documents as deemed necessary (Agreements, contracts, birthday cards, reprimand letters, etc.)
- d. Promotes workplace safety.

5. Others

- a. Performs other duties and responsibilities by the Human Resource Development Officer and the Hospital Administrator.

7. Position: **Practicum Student**

Duration: Jun 2008 - Aug 2008 (0.2 yrs)
 Company: Iloilo Mission Hospital
 Company Industry: HealthCare / Medical
 Location: Mission Road, Jaro Iloilo City
 Department:
 Job Description: Practicum student being specializes with my skills and knowledge about my course and my field.

EDUCATION

Highest Education

Education Level: Bachelor's / College Degree
 Education Field: Sales & Marketing
 Course: **Commerce Major in Marketing**
 School/University: Central Philippine University
 Location: Lopez Jaena St. Jaro Iloilo City
 Date: Jun 2004 - Oct 2008

SKILLS

Skill

- 1 Human Resource
- 2 Customer Service

TRAININGS/SEMINARS

Date	Topic/Course Title
Feb 6, 2008- Feb 6, 2008	Product Knowledge Seminar- " Digital Revolution Aquilles Sansing- Program Coordinator, Advertising Dep. CPU Central Philippine University, Iloilo City
Aug 17, 2007- Aug 17, 2007	Global Marketing Revolution Roy Antonio Betita, Frederick Alegre, Dr. Evelyn Belleza, and Della Jarantilla- President Philippine Marketing Association Iloilo Chapter Grand Ballroom, AMigo Terrace Hotel, Iloilo City
Jul 8, 2005- Jul 8, 2005	Entrepinew Mr. Antonio Jon- Chairman Iloilo Business Club, Andrian Villanueva- President IFJE Inc. University of the Philippines in the Visayas, Iloilo City

LANGUAGES SPOKEN

Language	Proficiency Level (5=Excellent; 1=Poor)
1. English	4
2. Filipino	4

REFERENCES

Roxan Joy Barrera

Workmode Manpower Services
Accounting Head
033 3203167

Frances Joan Teresa Jardeleza

WorkmodeManpower Services
General Manager
09189389351

Leizl Palabrica

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Iloilo Mission Hospital
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Relationship: Supervisor