

# EMERSON J. MENDOZA

HR DIRECTOR | MANAGING DIRECTOR | PEOPLE & CULTURE EXECUTIVE

## SUMMARY

Strategic HR and business leader with 15+ years of experience leading organizational transformation, talent strategy, and workforce optimization across BPO/EOR/Outsourcing/Offshoring, shared services, and corporate environments. Proven track record in aligning HR strategies with business goals, building high-performing teams, and strengthening organizational culture to support sustainable growth. Recognized for driving employee engagement, operational excellence, and leadership capability development.

## REFERENCES

Available upon request.

## ADDRESS

Makati, Philippines

## MOBILE

+63 956 447 5939

## EMAIL

[ejmendoza84@gmail.com](mailto:ejmendoza84@gmail.com)

## EDUCATION

Bachelor of Science in LEGAL  
MANAGEMENT

## EXPERIENCE

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AUGUST 2022 - PRESENT

[Global Head of Human Resources | Staff Domain Inc.](#)

- Led HR operations across Philippines and South Africa ensuring compliance and workforce analytics supporting executive decision-making across multi-country operations
- Integrates the overall organizational vision and corporate objective in the formulation of policies and procedures, effectively communicates that these are approved and established
- Manages implementation to ensure consistent compliance; reviews and recommends enhancements in response to changes in the environment, cultural factors, business needs, legislative requirement, or HC strategy
- Actively leads in managing EE issues, facilitates fair and consistent resolution.
- Participates in meetings that involve a range of issues as needed and/or assigned (e.g. personnel actions, regulatory requirements, inter-department needs, etc.)
- Ensure HR policies and employment practices comply with local labor laws and regulatory frameworks both Philippines and South Africa
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***\*March 2020 – August 2022: handled family business\****

MARCH 2014 - MARCH 2020

[HR Director | Remote Staff Inc.](#)

- Ensures that the company's off shoring manpower requirements are met in terms of quantity, quality and timeliness.
- Conceptualizes, reviews, recommends and ensures the implementation of the company's HR policy.
- Oversees the implementation of company activities that enhance teamwork and cooperation in the organization.
- Ensures the effective settlement of employee grievances and labor cases and implementation of the Company's Code of Discipline and HR policies.
- Leads human resources functions including Account Management, Organizational Development, Compensation and Benefits Management, Labor Relations, Performance Management and Employee Engagement.
- Works with Management to create and implement HR strategies, policies and procedures for Philippine operations.
- Develops proposals and budgetary plans, programs and guidelines for Soft-Skills and Technical Trainings for clients and support team.

DE LA SALLE UNIVERSITY (Lipa City) - 2001 – 2005

### **ACHIEVEMENTS & AWARDS**

Valedictorian - Cm Certification  
– Convergys Phil.

Academic Distinction – De La Salle University

Associate Chief Justice – La Sallian L.A.W.Y.E.R.R.S

Best Director – Scent Of Fear (La Sallian Arts & Literature)

Ten Young Most Outstanding Youth – Region Iv

Ramon Talaga Awardee – Outstanding Youth Of Quezon

Gloria Macapagal Arroyo – Leadership Award

Congressman Punzalan – Leadership Award

President (Student Council) – Qnhs Class Of 2001

Class Salutatorian – International School

- Works with rest of HR team on execution of company events, and engagement program initiatives.
- Continuously conduct and analyze competitive salary information and report on compensation practices in the external market to ensure we continue to attract and retain the best talent. This includes responsibility for salary surveys.
- Participates and heads the performance appraisal committee discussions for internal benchmarking, calibration, normalization and final ratings
- Participates in budget planning and salary structuring.
- Works with senior management and the Executive Committee, and directly coordinates with external legal counsel on matters needing legal advice.
- Implements disciplinary action when necessary.

### **Senior HR Manager | Remote Staff Inc.**

- Conceptualizes, reviews, recommends and ensures the implementation of the company's HR policy. Implements plan and monitor the availability, readiness and competence.
- Installs job evaluation programs to minimize (if not eliminate) inequity in terms of salary distortions, poorly classified jobs and salary scales and unclear job descriptions.
- Ensures that employee performance is properly measured for the purpose of identifying needed improvement, determining merit and maximizing employee motivation.

### **MARCH 2008 – DECEMBER 2013**

#### **HR Manager | Petron – San Miguel Corporation**

- Responsibilities include advising business partners (Petron & San Miguel Corp.) on an array of topics from workforce and position planning, staff development, performance management and industrial relations to workplace inclusion and diversity.
- Performed data analytics to positively influence business strategy and decisions.

### **JANUARY 2006 – MARCH 2008**

#### **Employee Relations Officer | Convergys Philippines**

### **JULY 2005 – JANUARY 2006**

#### **Quality Assurance Coach | Sutherland Philippines**

*Other work history – available upon request*

### **CORE COMPETENCIES**

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HR Management & Governance  
Corporate Culture Change  
Strategic Planning & Vision  
Talent Development  
Contracts & Compliance  
Team Building & Leadership

Labor Law  
Organizational Development & Change Management  
Employee Relations & Engagements