

HAZEL ANNE P. ORTIZ

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Date of Birth: November 5, 1994

Citizenship: Filipino



SKILLS SUMMARY

Core HR Operations

- Recruitment, Payroll, Compensation & Benefits, Employee Management and Labor Relations, Documentation and Reporting

HR Technology & Systems

- HRMS/HRIS Proficiency and System Configuration (No Coding)
- Software Training
- Job Portals

Project & Stakeholder Management

- Project Management and Business Development Awareness
- Client & Stakeholder Management
- Effective Communication and Cross-functional Collaboration

Collaboration & Productivity

- Microsoft Office Suite, Google Workspace, Zoom and Microsoft Teams

LICENSE / CERTIFICATION

- Six Sigma PH – **Certified Lean Six Sigma White Belt**, July 2024
- PRC Manila (Licensure Examination), **Registered Psychometrician**, July 2015

EDUCATIONAL BACKGROUND

Tertiary

Centro Escolar University

Makati City
Bachelor of Science in Psychology
2011-2015

Achievement: Dean's Lister for S.Y. 2011-2014

Secondary

Sta. Clara Parish School

Pasay City
2007-2011

Primary **Bangkal, Elementary School (Main)**
Makati City
2001-2007

WORK EXPERIENCE

Sprout Solutions Phils., Inc.

January 2025 - Present

Rockwell Business Center Building North Tower
Sheridan St. Corner United St., Mandaluyong City

Software Implementation Officer I

Main Area of Responsibility:

- The primary responsibility of the Software Implementation Officer is to lead a successful onboarding experience to Sprout's clients. The officer coordinates and project tasks and timelines, maintains project plans and communicates status to clients and internal management team.

Duties:

- Ensures delivery of Sprout products according to project timelines
- Configures the application based on implementation plan (no development skills required)
- Is responsible for providing updated implementation plans, which may include project schedules, project plans, benchmark metrics, communications documents, follow-up memos, etc.
- Is responsible for utilizing documents/deliverables necessary for providing exceptional services and ensuring communication of the project plan to the stakeholders
- Helps in creating new deliverables/best practices for implementation services to enhance implementation engagements
- Conducts in-depth software trainings with clients
- Side Project/Task: Payroll Computation, Generating General Ledger Report, 1601-C, Government Contribution
- Achievement:
 - Team Lead and Developer Team Leader | Sprout's AI Kathon Program - Led a team of Software Implementation Officers and Payroll Processors
 - Received Best Performer Award within the SI Team

Blackbird Restaurant Inc.

Oct.1, 2019 – June 12, 2024

The Nielson Tower, Makati Ave. corner Ayala Ave., Makati City

Human Resources Assistant

Duties and Responsibilities:

- Recruitment and Selection
 - Job Posting: Sourcing and Interviewing
 - Background Checks
 - Onboarding: New Employee Orientation, Documentation, and Company Policies
 - Employment Contracts and Payroll Account Setup
 - Offboarding: Employee Clearance and Quitclaim Processing
- Timekeeping, Attendance, and Payroll
 - Leave, Undertime, and Absence Monitoring
 - Daily Time Record (DTR) Management
 - Payroll Computation and System Management

- Compensation and Benefits
 - Government Contribution Reporting and Payment
 - Claims and Loan Assistance
 - Personnel Action Form (PAF) Issuance
 - Group Personal Accident (GPA) Insurance: Enrollment, Termination, and Renewal
 - Health Maintenance Organization (HMO): Enrollment, Termination, and Renewal
- Employee and Labor Relations
 - Assistance with Employee Concerns and Requests
 - Issuance of Disciplinary Action: Notices to Explain and Memos
 - Composition of Company Memorandum and Distribution
- Compliance Documents and Reports
 - Department of Labor and Employment (DOLE) Reports – Annual Medical Report (AMR), Annual Work Accident/Illness Exposure Data Report (AEDR), Monthly Work Accident/Illness Report (WAIR), Report of Safety Organization, Annual Wage Report, 13th Month Pay Report, Establishment Report
 - Government Inspection Requirements
 - Management and Facilitation of Permits: Sanitary, Health, Working, Meat Handlers, Veterinary, Department of Tourism, and Liquor Ban
- Administrative Tasks
 - Maintenance of Employee Files (201 Files)
 - Employee Handbook Revision
 - Employee Master Profile Updates
 - Company ID Issuance
 - Management of On-the-Job Trainees (OJT)

Eperformax Contact Centers, Corp.

Aug. 13, 2018 – Jan. 15, 2019

Scape Bldg., Macapagal Ave. Cor. Pearl Drive, Pasay City

Compensation and Benefits Associate

Duties and Responsibilities:

- Answering General Inquiries
 - Handle personal, phone, and email inquiries.
- HRIS Utilization
 - Encode employee information.
 - Manage leave-related tasks:
 - Leave cancellation, approval, submission, and refiling.
 - Holiday accrual tracking.
 - Plotting, creating, and uploading leave plans (maternity, paternity, solo-parent, sickness).
 - Leave balancing for separated employees.
 - Extract files related to government agencies.
- Helpdesk Monitoring System
- Facilitating Government Services
 - SSS (Social Security System)
 - R1A online report submission.
 - Gather short-term loan and calamity loan requirements.
 - Compute sickness notifications and handle online notifications.
 - Gather maternity benefits requirements (Mat 1 and Mat 2).
 - Approve SSS salary loans online.
 - Prepare government certification for non-advancement of maternity benefit.

- Update member status or information.
 - Manage online SSS accounts.
- Philhealth
 - Submit ER2 online reports.
 - Assist with Philhealth ID requests.
 - Provide benefit claim assistance (certificate of contribution, member data record, claim signature form).
 - Update dependents.
 - Manage online Philhealth accounts.
- HDMF (Home Development Mutual Fund)
 - Gather requirements for multipurpose loans and calamity loans.
- BIR (Bureau of Internal Revenue)
 - Assist with online TIN (Tax Identification Number) registration.

Shefu Ala King, Inc. - Bloom Restaurant at I'M Hotel

Sept. 19, 2016 - Jan. 27, 2018

I'M Hotel, 7852 Makati Ave., Brgy. Poblacion, Makati City

Human Resources and Admin Staff

Duties and Responsibilities:

- Recruitment and Selection
 - Conduct initial interviews and endorse applicants to second-level or final interviews.
 - Gather pre-employment requirements.
 - Conduct background investigations.
 - Send job offers and handle contract signing.
 - Onboarding: Create employee IDs, conduct orientation, register biometrics, and introduce employees to their workstations.
- Timekeeping and Attendance Management
 - Extract in and out logs from biometrics.
 - Print attendance logs.
 - Manually process leave balances (VL and SL) using MS Excel.
- Employee and Labor Relations
 - Post and route memoranda.
 - Assist with incident reports or Notices to Explain (NTEs).
- Administrative Tasks
 - Maintain the plantilla/manpower budget.
 - Prepare Certificates of Employment (COEs).
 - Create and manage employee 201 files.
 - Provide gate passes.
- Financial Responsibilities
 - Handle petty cash (liquidation and reimbursement).
- Supply Management
 - Requisition of office supplies.
 - Maintain inventory.
- Employee Services
 - Measure, acquire, and distribute uniforms.
 - Manage cafeteria operations (employee meal list, monthly menu, serving amounts, purchasing, bread/pastry sales, manpower scheduling, and employee feedback/surveys).

- Event Support
 - Provide and assist on-call banquet servers for hotel events.

Fischer & Partners, Inc.
7th Floor, 1224 East St., The Ascott Makati
Executive Search Consultant

Nov. 2, 2015 – Jul. 18, 2016

Duties and Responsibilities:

- End-to-End Recruitment and Account Management
 - Participate in the entire recruitment process, from sourcing to onboarding.
- Supporting the Executive Search Team
 - Assist in sourcing, screening, and interviewing candidates.
- Meeting Targets
 - Consistently meet sourcing, business development, and candidate-matched targets.
- Database Development
 - Bring in existing databases and create a resource database.
- Client Relationship Management
 - Establish and maintain strong relationships with clients.
- Candidate Recruitment
 - Actively recruit candidates for executive search positions.
 - Match candidates based on qualifications and client requirements.
- Recruitment Strategies
 - Utilize various recruitment sources and evaluate their effectiveness.
- Screening and Interviews
 - Conduct initial screening interviews and coordinate interviews at corporate or regional offices.
- Hiring Process
 - Ensure all openings follow corporate hiring steps.
- Reference Checks and Reporting
 - Conduct or coordinate reference checks.
- Candidate Profiles
 - Prepare well-written candidate profiles highlighting suitability for endorsed positions.
- Handled Positions - Rank and File (Non-Executive), Technical (IT), and Executive (Managerial)