

JERAH MAE A. PINOY, CHRA, CCBP, CPP

HUMAN RESOURCES

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Certified Human Resources professional with more than six (6) years of progressive experience in Human Resource Operations, Employee Relations, Labor Compliance, Compensation and Benefits Administration, Payroll Management, Performance Management, Organizational Development, and HR Information Systems. Proven track record in managing end-to-end employee lifecycle processes, implementing people-focused programs, ensuring compliance with Philippine labor laws, and driving operational improvements that enhance employee experience and organizational effectiveness.

SUMMARY OF QUALIFICATIONS

- Extensive experience in Human Resource Operations, Employee Relations, Labor Relations, Compensation and Benefits, Payroll Administration, and Organizational Development.
- Strong working knowledge of Philippine Labor Code, DOLE regulations, statutory benefits administration, and labor compliance requirements.
- Experienced in Performance Management Systems, Probationary Evaluations, Regularization Processes, and Employee Development Programs.
- Proficient in HRIS administration including Sprout HR and Payroll and Sprout Performance+.
- Skilled in employee movement administration, organizational structure review, job evaluation, and records management.
- Experienced in handling disciplinary processes including Incident Reports, Notices to Explain (NTE), Corrective Disciplinary Actions (CDA), Administrative Investigations, and Notices of Decision (NOD).
- Knowledgeable in payroll review, timekeeping administration, statutory deductions, annualization, and 13th Month Pay processing.
- Demonstrated ability to prepare and implement HR policies, memoranda, SOPs, and employee handbook provisions.
- Experience in government agency coordination with SSS, PhilHealth, Pag-IBIG, and DOLE.
- Strong leadership and supervisory skills with experience coaching and supporting HR personnel.
- Excellent communication, stakeholder management, organizational, and analytical skills.
- High level of integrity, professionalism, and confidentiality in handling sensitive employee information.

HR Systems

- Sprout HR and Payroll
- Sprout Performance+
- Microsoft Excel (Advanced)
- Microsoft Word
- Microsoft PowerPoint
- Google Workspace

PROFESSIONAL EXPERIENCE

- **Civil Service Professional Eligibility** – *Civil Service Commission (March 2026)*
- **Certified Payroll Professional (CPP®)** – *Institute of Certified Payroll Professionals (December 2025)*
- **Lean Six Sigma Yellow Belt** – *MF Treinamentos (October 2025)*
- **Certified Compensation and Benefits Professional (CCBP®)** – *International HR Institute (December 2024)*
- **Certified Human Resource Associate (CHRA®)** – *Human Resource Educators' Association of the Philippines (July 2022)*

PROFESSIONAL EXPERIENCE

Human Resources Officer

GRB Enterprises, Inc. | Alabang, Muntinlupa City | May 2025 – Present

Reports directly to the Head of Employee Success and supervises the Payroll and HR Administrator.

Key Responsibilities

- A. Human Resource Operations & Administration
 - a. Manage employee documentation and personnel movement processes including promotions, transfers, compensation adjustments, status changes, and organizational restructuring.
 - b. Prepare and facilitate Employee Movement Forms (EMFs), employment contracts, regularization documents, and separation-related documentation.
 - c. Maintain and audit employee records, 201 files, and HRIS databases to ensure accuracy, completeness, and compliance.
 - d. Administer HR systems including Sprout HR and Payroll and Sprout Performance+.
- B. Employee Relations & Labor Relations
 - a. Serve as a primary point of contact for employee concerns, workplace issues, and administrative inquiries.
 - b. Facilitate disciplinary processes including Incident Reports, Notices to Explain (NTE), Corrective Disciplinary Actions (CDA), Administrative Hearings, and Notices of Decision (NOD).
 - c. Develop, review, and implement HR policies, procedures, memoranda, and employee programs aligned with organizational goals and labor regulations.
 - d. Conduct employee orientations, policy briefings, and company-wide HR presentations.
- C. Performance Management & Organizational Development
 - a. Support organizational development initiatives, job analysis, job evaluation, and organizational structure reviews.
 - b. Monitor and facilitate probationary evaluations, regularization assessments, and performance review cycles.
 - c. Coordinate performance management activities including timeline monitoring, documentation preparation, and stakeholder engagement.
 - d. Assist in compensation and benefits alignment initiatives.
- D. Payroll, Timekeeping & Benefits Administration
 - a. Review attendance records, payroll registers, statutory deductions, and payroll-related adjustments.
 - b. Process and monitor SSS maternity and sickness benefit claims.
 - c. Administer HMO, Group Personal Accident Insurance (GPA), and other employee benefit programs.
 - d. Review statutory loan applications and monitor benefit utilization.
 - e. Support annual payroll activities including annualization and 13th Month Pay computation.
- E. Compliance & Government Relations
 - a. Ensure compliance with DOLE regulations, labor standards, and statutory requirements.
 - b. Prepare and submit reports and documentation to government agencies including SSS, PhilHealth, and Pag-IBIG.
 - c. Support QMS initiatives and HR process improvement projects.
 - d. Coordinate workplace safety and emergency preparedness activities.
- F. Budgeting & Vendor Management
 - a. Assist in annual HR budget planning and monitoring.
 - b. Coordinate with HMO providers, HRIS vendors, manpower agencies, security agencies, and external service providers.
 - c. Prepare Requests for Payment (RFPs) and monitor vendor contract renewals.

Key Accomplishments

- Led the development and enhancement of HR policies, SOPs, and employee handbook provisions aligned with Philippine labor laws and ISO standards.
- Improved HR records management and HRIS data accuracy through regular audits and process standardization.
- Supported organizational development initiatives including job evaluation, performance management improvements, and workforce planning activities.
- Strengthened employee relations processes through timely resolution of employee concerns and implementation of disciplinary procedures.

Human Resources Administrator

GRB Enterprises, Inc. | Alabang, Muntinlupa City | August 2024 – May 2025

Key Responsibilities

- Administered payroll and timekeeping processes for more than 100 employees.
- Processed and monitored statutory remittances, contributions, loans, and benefit applications.
- Coordinated with SSS, PhilHealth, and Pag-IBIG on employee concerns and compliance matters.
- Assisted in recruitment activities including sourcing, screening, and initial interviews.
- Prepared employment contracts, office memoranda, disciplinary notices, and HR communications.
- Supported employee relations activities and labor-related concerns.
- Coordinated and supervised Site Administrators across multiple operational locations.
- Maintained employee records and HR documentation.

Key Accomplishments

- Ensured accurate and timely government remittances and employee benefit processing.
- Improved payroll and employee records administration through enhanced monitoring systems.

HR and Admin Assistant

TotalPower Inc. | Alabang, Muntinlupa City | June 2023 – June 2024

Key Responsibilities

- Processed SSS, PhilHealth, and Pag-IBIG contributions and remittances for more than 200 employees.
- Represented the company in transactions and coordination with government agencies.
- Facilitated employee loan applications, benefits processing, and government-related concerns.
- Assisted in recruitment through candidate sourcing and initial screening interviews.
- Prepared employment contracts, office memoranda, notices, and HR documentation.
- Assisted in employee relations and labor-related concerns.
- Coordinated and supervised Site Administrators across multiple project locations.
- Performed various HR and administrative support functions.

HR Admin Generalist

Philippine United Pharma Corp. | Carmona, Cavite | April 2022 – May 2023

Key Responsibilities

- Managed the full employee lifecycle including recruitment, onboarding, performance management, and offboarding.
- Conducted job postings, applicant screening, interviews, background checks, and employment verification.

- Prepared and maintained job descriptions and employee records.
- Coordinated performance review activities and employee development initiatives.
- Served as company representative for government agencies and employee benefit concerns.
- Assisted in policy development, employee relations, disciplinary cases, and workplace investigations.
- Supervised utility personnel, security personnel, and HR interns.
- Organized company activities, training programs, and employee engagement initiatives.
- Prepared HR reports and analytics to support management decision-making.
- Performed HR and administrative functions including attendance monitoring, records management, and business permit renewals.

Key Accomplishments

- Implemented manual tracking systems that improved HR file organization and document retrieval.
- Established the company's LinkedIn presence and recruitment channels through CaviteJobs and Facebook Careers.
- Designed and implemented internship and employee engagement programs.
- Ensured 100% on-time remittance of SSS, PhilHealth, and Pag-IBIG contributions and loan payments.

Store Manager

Jeff & Tinay Sari-Sari Store | Lupi, Camarines Sur | March 2021 – April 2022

Key Responsibilities

- Managed daily store operations, sales performance, inventory, and customer service activities.
- Supervised staff and addressed employee and customer concerns.
- Negotiated supplier pricing and managed procurement activities.
- Monitored inventory levels and coordinated replenishment of stocks.
- Managed store budgeting, expenses, and financial performance.

HR Assistant

Resonanz Technical Group Inc. | Santa Rosa, Laguna | September 2019 – April 2020

Key Responsibilities

- Managed end-to-end recruitment activities including sourcing, screening, and interview coordination.
- Facilitated onboarding, offboarding, and employee documentation processes.
- Administered performance evaluation activities and monitored completion timelines.
- Managed employee attendance, leave administration, and timekeeping records.
- Assisted in employee engagement programs, training activities, wellness programs, and company events.
- Supported employee relations, disciplinary processes, and policy implementation.
- Maintained confidential employee records and HR documentation.

EDUCATION

San Pedro College of Business Administration – 2015 to 2019

BS in Business Administration Major in Human Resource Development Management

With Academic Distinction