



# JEROZZIEL SADERNAS

## PEOPLE PARTNER

### PROFESSIONAL EXPERIENCE

I'm a seasoned professional with hands-on experience in Operations, People, and Culture. I offer strong leadership, strategic partnership expertise, and a solid track record in employee engagement, performance management, recruitment, conflict resolution, and learning and development. I've led cross-functional teams and managed diverse accounts in telecommunications, gaming, and travel, consistently driving results and cultivating a high-performing work culture.

### WORK EXPERIENCE

#### Staff Domain PH Inc. | PEOPLE PARTNER March 2026 - Present

##### Core Responsibility

- Lead, mentor, and develop a team of support specialists
- Conduct regular coaching, feedback sessions, and performance evaluations.
- Foster a positive, accountable, and collaborative team culture.
- Ensure adherence to processes, SOPs, and quality standards.
- Assist in developing and executing personnel procedures and policies, providing guidance and interpretation for business operations
- Participate in the development of HR objectives and systems, including metrics, queries, and standard reports for ongoing company requirements
- Assist in administering benefits, engagement, and employee performance programs
- Suggest new procedures and policies to continually improve the efficiency of the HR department and organization, and to improve employee experience
- Ensure legal compliance of HR state, regulations, and applicable employment laws, and update policies and/or procedures as required
- Prepare paperwork, schedule, and facilitate a smooth new hire onboarding process, coordinating with cross-functional departments to deliver an exceptional first-day experience
- Handle all administrative tasks for onboarding, new hire orientation, and exit interviews, including entering data into HR information systems and auditing for accuracy and compliance
- Provide an effective and dedicated HR advisory service to employees in relation to absence and health issues, conduct and capability, grievance matters, organizational change, and all other employee-relations matters
- Primary backup for payroll processing, including semi-monthly updates to employee files, bonus/incentive pay, tracking vacation/sick leaves, importing expense reimbursements, inputting exceptions, and benefit changes
- Assist in the communication and upkeep of employee handbook, employee directory, and organizational chart, and contribute to the development of policies

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Antipolo, Philippines

### SKILLS

- Strategic Partnership
- Employee Relations
- Talent Management
- Data & HR Analytics
- People Management
- Conflict Management
- Change Management
- Communication & Influence
- Coaching & Consulting
- Project Management
- Facilitation Skills
- Presentation Skills
- Empathy and Patience
- Tech Savviness
- Adaptability
- Assessment and Feedback
- Sensitive to Confidentiality
- Critical Thinking
- Recruitment
- Onboarding & Offboarding
- Customer Service

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## SOFTWARE EXPERIENCE

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### Productivity & Collaboration Tools

- Microsoft Office Suite (MS Suite)
- Google Workspace
- Slack
- Zoom
- MS Teams

### HR & Business Systems and L&D

- Workday (HRIS/HR Management)
- Learning Management System (LMS)
- Salesforce (CRM)
- Zendesk (Customer Support)
- Jira (Project Management - by Atlassian)
- Zoho

### Creative & Multimedia Tools

- Canva (Design & Visual Content)
- CapCut (Video Editing)

## Acquire Intelligence | People Partner January 2023 - March 2026

### Strategic Partnership

- Align HR strategies with business goals, partnering closely with managers leaders to drive organizational performance
- Support the HR Business Manager in building stakeholder relationships through proactive HR initiatives
- Investigate and provide resolution to workplace incidents
- Performance Management: Guides managers in setting goals, providing feedback, and managing performance improvement via PIP
- Change Management: Supports organizational change initiatives and helps manage the people side of transformation
- Handle employee inquiries on HR policies, benefits, and payroll
- Coordinate with Payroll and Compensation & Benefits teams to effectively resolve complex issues and ensure smooth alignment between operations

### Employee Relations & Discipline

- Conduct counseling, handle violations, determine disciplinary actions, and prepare all related documentation

### Employee Engagement

- Plan annual engagement activities and oversee logistics, ensuring alignment with budget limit
- Conduct focus group discussions (FGDs) and new hire assimilation activities

### Talent Management

- Partner with hiring manager in workforce planning, recruitment, succession planning, and employee development
- Oversee onboarding, performance reviews, employee movement/data changes, and exit processes

### Policy Compliance & Education

- Maintain HR policy compliance, identify gaps, facilitate policy orientation for leaders, and interpretation

### HR Analytics

- Provide leaders update on Workforce Metrics such as Headcount, turnover, absenteeism, disciplinary case rate
- Conduct employee engagement survey and provide NPS based on sentiment analysis, pulse checks

### HR Data Management

- Maintain and manage employee data in Workday, ensuring accuracy, compliance, and accessibility for authorized use
- Manage employee movement, data change such as salary, position in Workday

## AI Tools

- ChatGPT
- Quillbot
- Grammarly
- Claude
- Gemini

## LANGUAGES

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- English
- Filipino
- Spanish

## TRAININGS & CERTIFICATION

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### **Basic Occupational Safety and Health (BOSH) for Safety Officer 1 (SO1)**

Synerquest Management  
Consultancy Services Inc. -  
September 2023

### **HR Payroll, Recruitment, and Government Compliances**

AZE Global Training Corporation -  
July 2025

## Acquire Intelligence | **Learning and Development**

### September 2021 - December 2022

- Facilitate remote and in-person training
- Onboard trainers and leaders from different lines of business through up-skill and new-hire learning classes
- Analyze employee performance by identifying root causes and providing recommendations
- Write and design weekly bulletins
- Creates Product knowledge tests to check understanding
- Participates in calibration with QAs, Operations, and Clients to ensure alignment of the training curriculum

## PROJECT

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### **Redeployment Process | ACQUIRE Intelligence** January 2025 - March 2026

- Work with the recruitment team in redeploying employees who are temporary lay-off status
- Validate redeployment efforts and employee responsiveness and cooperation why being reprofiled to another assignment

### **QC Occupational Permit | ACQUIRE Intelligence** June 2025 - December 2025

- Spareheaded the LGU mandatory yearly requirement of the employees assigned in Quezon City sites

## EDUCATION

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### **BSBA - HR MANAGEMENT**

ICCT Colleges - Open Distance ELearning Program  
July 2024 - Present

## REFERENCE

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To be provided upon request