



NORIE LOU CRUZ DELA PAZ

Contact Details:

+63 919 094 8604

+63 966 168 7859

norieloudelapaz@gmail.com

Address:

#72 Saarland Village

Brgy. Cupang, Antipolo City 1870

Experienced Human Resource professional for 13 years with a history of working in the BPO and Non-BPO industry. Has experience in Talent Management, Coaching, Employee Engagement, Benefits, Employee and Labor Relations, Labor Laws, COCD & Policy Creation, Development and Implementation, Recruiting, and Onboarding/Offboarding. A human resource professional with a Bachelor of Business Administration (B.B.A.) focused in Marketing/Marketing Management, General from University of the East - Manila.

EDUCATIONAL BACKGROUND:

University of the East, Manila

Bachelor of Science in Business Administration

2006 – 2010 Graduate

EMPLOYMENT HISTORY:

- **Wolf and Company, P.C (Wolfco Representative Office) – October 20, 2025 to present**
Position: Human Resources Manager (Managerial)
 - Employee Relations & Engagement
 - Serve as a point of contact for employee inquiries and concerns
 - Support employee engagement programs and team-building initiatives
 - Help foster a positive and inclusive workplace culture
 - Talent Acquisition; Support end-to-end recruitment efforts: sourcing, screening, interviewing, and coordinating offers
 - Talent Acquisition; Provide Support and Partner with Talent Acquisition & Hiring Managers to understand workforce needs and develop job descriptions
 - Build talent pipelines for current and future hiring needs
 - Support employer branding initiatives and candidate experience improvements
 - Talent Development; Provide support to our Talent Development team including performance management, career development, and talent review processes
 - Assist in monitoring and providing feedback on performance and assist in addressing performance issues
 - As needed, provide training and coaching to employees
 - HR Operations & Support; Assist in governmental registrations as needed
 - Facilitate smooth onboarding and offboarding processes
 - Maintain and update employee records in accordance with internal policies and regulatory requirements
 - Ensure compliance with employment laws and regulations in the Philippines and in the United States as appropriate
 - Administer various Human Resource plans and procedures for all organization personnel; assist in the development and implementation of personnel policies and procedures and serve as primary point of contact for employee inquiries
 - HR Projects & Strategy; Collaborate with leadership on HR strategies aligned with business goals
 - Support organizational development initiatives such as training, succession planning, and workforce planning
 - Provide insights on HR data and trends to guide decision-making

- **National Data and Surveying Services, Inc., September 9, 2020 - present**
Position: Senior Human Resources (Supervisory)
 - Develop new policies and update the existing ones based on the company's goals and ensure employees adhere to and comply with them
 - Develop and maintain company business code of conduct ensuring alignment to the labor laws
 - Maintain HR procedures that comply with Labor laws and regulations
 - Collaborate with the operations to create and execute employee's annual review
 - Reviews write ups or disciplinary action of employees
 - Counsel employees as required ensuring employee retention is promoted
 - Manage workplace safety and health issues and complaints
 - Create and refer bonus programs
 - Checks and revise employment contract content
 - Handles On/Offboarding
 - Conducts Exit interviews to understand the reason for resignation
 - Support and suggest improvements to the entire recruitment process
 - Oversee employees to ensure issues and concerns are being addressed
 - Conducts one on one coaching/checkups to employees to assess the challenges they are facing with their job.
 - Oversee the company's employee hiring and termination process
 - Promotes employee engagement and supports company activities and events.
 - Efficiently execute the company payroll process including attendance tracking
 - Ensure strict confidentiality is observed on confidential matters and information
 - Maintain employee records and HR databases ensuring accuracy of records
 - Meets and provide report to the owners of the company

- **The/Studio Technologies (formerly known as Heller Sourcing Hong Kong Inc.), August 15, 2015 - August 2, 2019**
Position: HRBP and Recruitment Manager (Managerial)
 - Sources candidates for the job opening
 - Helps in updating company policies
 - Helps facilitate the personality test for applicants
 - Assess applicants, if they meet the minimum qualifications of the job opening
 - Facilitates the endorsement of the applicants who passed the basic assessments for final interview.
 - Handles On/Offboarding of incoming and separating employees
 - Serves contracts to the newly hired employees.
 - Assist the President of the company with the required staff needed.
 - Revised the application form in a more detailed information needed.
 - Prepares Job Descriptions in every job opening.
 - Assist President in some legal information related to employees.
 - Serves Write-up/Disciplinary Actions
 - Revise company policy in-line with the minimum required by Labor Code
 - Revise and updates the code of conduct
 - Provides guidance on due process for any sanctions
 - Conducts Admin hearing
 - Checks managements attendance record per cut-off
 - Facilitates Employee Engagement activities
 - Joins and participate in the weekly MANCOM meetings
 - Directly reports to the President.

- **Partnership with Native Americans (formerly known as National Relief Charities), March 2011 – July 2015**
Position: Human Resources Management Associate, August 2011 – July 17, 2015
 - Facilitates Phone Simulations and assess the agent in handling calls.
 - Assess applicants, if they meet the qualifications of the job opening.
 - Facilitates the endorsement of the applicants who passed the basic assessments for final interview.
 - Checks the attendance of each agent (Work Force)
 - Coordinates with the Team Leader with the documents needed from a certain agent
 - Double checks the confidential files for filing

- Checks employees' hours of worked for regularization
- Serves probationary contracts to the newly hired employees
- Provides training schedule & job offer to the new hires
- Conducts HRM Training Orientation to the new hires about the policies and procedure of the company
- Prepares the termination documentations
- Double checks clearance(s) of separated employees
- Checks the leave credits of each employee
- Check & Files the write ups of each employees
- Serves termination letter to an employee with proper documentations
- Monitors the workforce tracker
- Liquidates all HRMD expenses for replenishment
- Represents the Company during job fairs and other recruitment efforts

Position: *Contribution Acquisition Representative, March 2011 – August 2011*

- Calls prospect and previous donor to ask for a donation for Native Americans.
- Assists the donors to facilitate their donations.

CHARACTER REFERENCES:

Available upon request