

RONA BOLUSO

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PROFESSIONAL SUMMARY

HR professional with over 8 years of progressive experience in HR operations, employee relations, and people management, with a background spanning generalist and leadership roles. Currently serving as a People Success Partner, supporting employee engagement, HR initiatives, and business needs through effective people solutions. Adaptable and detail-oriented, with a hands-on approach to improving HR processes, strengthening workplace culture, and creating value for the organization.

CORE COMPETENCIES

- **HR Generalist Functions:** Recruitment, Onboarding & Offboarding, Employee Life Cycle Management, HR Policy Development & Implementation
- **Employee Relations, Engagement & Development:** Performance Management & Training Support, Conflict Resolution, Grievance Handling, Engagement Programs & Events
- **Compensation & Benefits Administration:** Timekeeping, Payroll Support, SIL & 13th Month Computation, Agency Billing Computation and Coordination
- **Compliance & Standards:** Labor Compliance, ISO/QMS Documentation, Policy Alignment, Audit Preparation
- **Leadership & Operations:** Team Supervision and Leadership, Project Management, Process Improvement, Administrative & Office Management, Business Correspondence
- **HR Systems & Analytics:** HRIS Management, ServiceDesk, Data Integrity, Reporting & Analysis

PROFESSIONAL EXPERIENCE

People Success Partner

February 2026 – Present

Staff Domain PH – Ortigas, Pasig City

- Serve as the primary point of contact for employee concerns, requests, and workplace support.
- Conduct employee check-ins, engagement activities, and feedback sessions to identify areas for improvement.
- Partner with department heads and managers to understand business needs and provide people solutions.
- Provide HR advisory support on employee relations, performance management, workforce planning, and organizational changes.
- Handle employee concerns, grievances, and workplace issues in accordance with company policies and Philippine labor laws.

HR and Admin Manager

October 2023 – March 2025

HR and Admin Officer / Supervisor

August 2019 – September 2023

KPI Manufacturing Inc. – Camarin, Caloocan City

- Led the full HR and Admin operations ensuring compliance with labor laws, ISO standards, and company policies.
- Served as a generalist and key liaison among employees, management, and external partners.

- Spearheaded full-cycle recruitment (posting, screening, interviewing, onboarding, and offboarding), consistently meeting the 30–45 day SLA for hiring and ensuring timely release of final pay within 30 days of separation.
- Administered timekeeping, agency billing, SIL computation, and 13th month pay computation for 120+ regular and 200+ agency employees, ensuring timely and accurate submissions.
- Managed employee relations, including grievance handling, disciplinary actions, conflict resolution, and mediation. Prepared and facilitated disciplinary documentation (NTEs, NODs) and administrative hearings.
- Partnered with management teams to implement HR policies, training & development programs, and organizational changes.
- Organized and facilitated employee engagement activities (team building, year-end events, APEs) for 300+ employees, fostering collaboration and retention.
- Maintained accurate, confidential, and updated employee records, documenting transfers, resignations, dismissals, and other status changes in compliance with company and legal requirements.
- Guided employees on company benefits and government-mandated programs, ensuring accessibility and awareness of entitlements.
- Supervised and coached HR & Admin personnel, aligning team performance with departmental goals for improved efficiency.
- Managed office administration functions including office supplies, facility maintenance, vehicle management, and security, strengthening operational readiness and workplace safety.

HR and Admin Assistant

November 2018 – August 2019

Vitastar Skills Management Services, Inc. (Assigned at KPI Manufacturing Inc.)

- Processed timekeeping (HRIS and manual), agency billing, SIL, and 13th-month pay computations, ensuring timely and accurate reporting.
- Supported recruitment and hiring processes, coordinating with managers for candidate screening, interviews, and qualification assessments.
- Maintained and updated employee records with high attention to confidentiality and data accuracy.
- Facilitated new hire orientations to ensure smooth onboarding and compliance with company policies.
- Assisted with administrative functions, including facility maintenance monitoring and asset management.

Senior Quality Control Specialist

April 2016 – June 2018

Quality Control Specialist

September 2010 – March 2016

Affinity Express Philippines Inc. – UP-AyalaLand, Quezon City

- 8 years of experience in quality assurance and validations on all ad materials, ensuring compliance with client specifications and company standards.
- Consolidated and analyzed quality control data to support reporting and performance improvement initiatives.
- Investigated production errors, assessed root causes, and evaluated alignment with client Service Level Agreements (SLAs).

EDUCATION

Bachelor of Science in Industrial and Organizational Psychology | 2006 – 2010

Polytechnic University of the Philippines (PUP) – Sta. Mesa, Manila

AWARDS & RECOGNITION

- **Scholar**, Charity First Foundation – SY 2007–2010
- **Dean’s Lister**, Polytechnic University of the Philippines (PUP) – SY 2007–2008
- **Club 100 Awardee**, Affinity Express Philippines Inc. – Achieving 100% monthly accuracy

TRAININGS & SEMINARS

- Learning Session on Employment Engagement – August 28, 2025
- Understanding ISO 9001:2015 Requirements – April 24, 2023
- Labor Relations and Labor Cases Training – September 20, 2022
- ISO 9001:2015 Internal Quality Audit – October 14-15, 2021