

# Rovilyn Galinato Palco

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## Profile

Dedicated HR professional with more than 5 years of hands-on experience in the dynamic field of Human Resources. Proficient in all aspects of HR management, specializing in Recruitment, Employee Relations, and Compensation & Benefits. Skilled in fostering positive employee experiences and ensuring organizational compliance with labor laws and regulations. Adept at implementing strategic HR initiatives to drive employee engagement and organizational growth.

## Experience

### **HR SOFTWARE IMPLEMENTATION OFFICER I | SPROUT SOLUTIONS | APRIL 2024 – PRESENT**

- To implement company's products focusing on HRIS, through system configuration and thorough analysis of processes.
- To ensure successful knowledge transfer to clients during system admin training.
- To provide support and assistance to clients, based on the agreed project scope, during the implementation period.
- To be able to provide and share best practices on policies in accordance to government labor standards.
- To ensure quality and timely implementation through accurate system configuration and setup based on client's timekeeping policies.

### **HR - EMPLOYEE RELATIONS LEAD / HR GENERALIST | CALLHOUNDS GLOBAL BPO | OCTOBER 2023 - APRIL 2024**

- Oversight and supervision of the Employee Relations Team.
- Execution of comprehensive Employee Relations tasks throughout the employee lifecycle.
- Responsibility for the coordination and supervision of all employee transitions, spanning from Onboarding to Offboarding.
- Strategic planning and continuous refinement of company policies.
- Management of escalated concerns from both employees and operations.
- Collaborative engagement with line managers and executives. Implementation of essential Employee Relations documents.
- Representation of the company in legal hearings.
- Facilitation of New Hires Onboarding and Orientation processes.
- Initiation of company-wide memos and pertinent announcements for all employees.
- Support provided to other units within the Human Resources Team.

### **SENIOR EXECUTIVE – HR COMPENSATION AND BENEFITS | IGT SOLUTIONS | MAY 2022 - AUGUST 2023**

- Managing and assisting team for any C&B related matters.
- Assisting employees with any escalated Compensation and Benefits-related concerns.
- Timely planning and processing of Company Benefits Renewal (Life Insurance, HMO and others).
- Issuing of certificates and letters which include company benefits
- Accomplishing employment verifications Preparing Benefits Inputs and Instructions
- Frontliner in coordinating with other HR Team
- Facilitating New Hires Orientation for C&B Team
- Creation of Companywide memos and announcements relevant to team

## **EXECUTIVE – HR COMPENSATION AND BENEFITS | IGT SOLUTIONS | AUGUST 2020 - MAY 2022**

- Timely enrollment of employees' benefits Facilitating New Hires Orientation (NHO)
- Assisting employees with any Compensation and Benefits-related concerns
- Updating announcement for labor legislation and any other important company notice
- Preparing certificates which includes company benefits
- Maintaining and monitoring of exit clearances records
- Accomplishing employment verifications
- Preparing Benefits Input and Reports.

## **EXECUTIVE – HR RECRUITMENT | IGT SOLUTIONS | JANUARY 2020 – AUGUST 2020**

- Identifying and recruiting prospective candidates using a variety of channels
- Assessing candidates to ensure qualification match, cultural fit and compatibility
- Conducting confidential/ initial interviews and checking references
- Endorse candidates for client interviews
- Prepare and discuss letters such as job offers and confirmation letters
- Assist with New hire onboarding (e.g. preparing documents, coordinating orientation agendas)
- Preparing Joining Details -Managing 201
- Filing Timely reports for our clients and line managers
- Building a rapport with Accounts' Clients
- Facilitate Onboarding and New Hires Orientation

## **ASSOCIATE - HR RECRUITMENT | IGT SOLUTIONS | JUNE 2019 – JANUARY 2020**

- Coordinate hiring activities
- Undertaking clerical duties (e.g. answering emails and drafting letters of offer)
- Prepare and post job ads online
- Help with resume screening and initial phone screens
- Schedule interviews and keep calendars for all hiring teams and candidates
- Greet and assist interviewees onsite
- Coordinate travel for fly-in candidates
- Maintain candidate database using Applicant Tracking System (ATS) (Taleo Oracle)
- Handle Recruitment records and paperwork (201 files, etc)
- Resolve issues as fast as possible (e.g. interview cancellations)

## **Education**

**POLYTEHCNIC UNIVERSITY OF THE PHILIPPINES | 2015 - 2019**

**BACHELOR OF ARTS IN ENGLISH**

COLLEGE OF ARTS, LETTERS, FOREIGN LANGUAGES AND LINGUISTICS

## **Skills & Abilities**

- Communication
- Microsoft and Google Workspace tools (Word, Excel, PowerPoint, Office, Forms, etc.)
- Project Management
- Customer Relationship Management
- Labor and Employment Law
- Time Management
- Demonstrate robust work ethics
- Software as a Service (SaaS)

## **Activities and Interests**

Theater, environmental conservation, art, pets (animals in general), travel