

SANCHUS BRIAN BERNALDO

Email: sanchus.bernaldo@gmail.com **Phone:** (998) 950-9332

Address: Tower 4, Tuscany Private Estate, McKinley Hill, Taguig, Manila, 1632

PROFILE

A seasoned Learning and Organizational Development professional with over 18 years of global experience across diverse sectors, including consumer and business banking, telecommunications, internet technologies, taxation, and consumer sales. Expertise spans business migration, organizational design, digital transformation, compliance governance, customer experience optimization, and comprehensive talent development. Passionate about shifting workplace culture, championing diversity, and empowering cross-functional teams to maximize performance in complex corporate environments.

SKILLS

- Stakeholder Management
- Strategic Planning
- Curriculum Design
- Change Management
- Performance Consulting
- Team Leadership
- Process Improvement
- Digital Transformation
- Training Delivery
- Coaching & Mentoring
- Compliance & Governance
- Virtual Facilitation

PROFESSIONAL EXPERIENCE

Head of Employee Success (HR)

Nov 2023 – Present

Corporate Entity / Sister Company

Manila, Philippines

- **Strategic Infrastructure & Digital Transformation:** Spearheaded the end-to-end implementation of a modern tech stack (LMS, HRIS, and Payroll), automating manual workflows and improving data accuracy across two corporate entities.
- **Organizational Design & Efficiency:** Successfully transitioned and established structured HR processes from a sole-proprietorship into a formal corporate entity; redesigned the organizational structure to optimize productivity and established 6+ specialized HR departments, including Document Control, IT, and Talent Acquisition.
- **Total Rewards & Performance Management:** Architected an annual merit increase system and negotiated a strategic switch in HMO providers, enhancing employee benefit coverage while maintaining strict budget alignment.
- **Learning & Development (L&D):** Built a comprehensive L&D framework from scratch, including tiered onboarding programs, quarterly policy refreshers, and job-specific training modules for all organizational levels.
- **Compliance & Governance:** Initiated the foundational framework for ISO certification and established a rigorous policy quality and document control department.
- **Change Management & Offboarding:** Strategically stepped in to manage the full lifecycle of a sister company's closure due to budget constraints, ensuring 100% compliance with labor laws and maintaining organizational dignity during the transition.

Global Onboarding & Training Manager | Global Learning & Development

Apr 2022 – Oct 2023

Ubiquity (Global L&D)

Manila, Philippines

- **Global Framework Architect:** Developed and scaled a multi-tiered onboarding framework for supervisory to executive-level leadership, supporting diverse business units across the US, Europe, LATAM, India, and the Philippines.
- **Multi-Site Leadership:** Managed and mentored a high-performing L&D team distributed across Manila, Laguna, Bacolod, and CDO, ensuring consistent training delivery and curriculum standards.
- **Curriculum Development & Compliance:** Spearheaded the design of site-specific onboarding curricula for emerging global markets, ensuring 100% alignment with local labor regulations and governmental requirements.
- **Cross-Functional Strategy:** Partnered with global department heads to identify skill gaps, resulting in the creation of specialized "foundational-to-advanced" learning paths that accelerated executive time-to-proficiency.

Training Officer Associate

Jan 2020 – Mar 2022

JPMorgan Chase & Co., N.A. Philippine Global Service Center

Taguig, Manila

- Contributed to forming and scaling different business functions transferring from various global sites or creating them from the ground up, successfully migrating four major functions from inception to full operation.
- Onboarded, mentored, and managed new corporate trainers (including 7 in 2020, four of whom achieved internal promotions).
- Designed targeted curricula dictated by departmental needs, utilizing training interventions to effectively address developmental gaps during phases of rapid growth or structural change.
- Served as an internal consultant to stakeholders, quality control leaders, and team managers on process revisions, developing communications and change strategies for impacted staff.
- Participated as a core member of a global project to align Talent and Organizational Development roles, qualifications, and grading structures across three key sites (India, Philippines, US), streamlining the global learning organization.
- Managed high-potential job coaches focused on accelerating employee performance readiness, establishing a steady internal mobility pipeline for future leadership tracks.

Senior Learning Professional / Trainer II

Jan 2015 – Dec 2019

JPMorgan Chase & Co., N.A. Philippine Global Service Center

Taguig, Manila

- Led the performance development center for the collections group, shortening speed-to-proficiency for new hires to match tenured benchmarks and driving site productivity.
- Partnered with stakeholders to target CSAT improvements, utilizing annual firmwide survey data to identify and implement targeted capability-building solutions.
- Monitored operational metrics, performed deep-dive root cause analyses, and presented training-based solutions to senior management teams.
- Facilitated end-to-end learning tracks including New Hire, Up-skilling, Leadership Progression, and Performance Enhancement.

Leadership Trainer / Trainer II

Jan 2013 – Jan 2015

JPMorgan Chase & Co., N.A. Philippine Global Service Center

Taguig, Manila

- Designed a site-wide 4-day Coaching Effectiveness Workshop curriculum, training and certifying over 350 people managers and 75 managers of managers to drive cultural alignment.
- Streamlined the coaching curriculum by leveraging manager feedback and employee surveys, reducing the program from 4 days to a compact 1-day agenda to optimize leader operational time.
- Facilitated executive and leadership development interactive sessions utilizing Harvard ManageMentor modules within the internal LMS.

Process Trainer / Trainer II

Mar 2010 – Jan 2013

JPMorgan Chase & Co., N.A. Philippine Global Service Center

Taguig, Manila

- Partnered with Quality Analysis groups to detect skill deficiencies, consulting with managers to deliver process improvements and monthly continuous knowledge compliance check programs.
- Acted as a crucial functional lead during complex business migrations, bridging project planning phases through to steady-state operations for a site with 3,000+ employees.

Senior Operations Trainer

Mar 2004 – Feb 2010

West Customer Management Group Philippines

Makati City, Manila

- Served as Lead Trainer for Credit Card Collections and Teleservices Operations, partnering with US business owners to address operational gaps.
- Designed and updated curricula for various high-volume Customer Service and Sales lines of business.

CERTIFICATIONS & LEADERSHIP ENGAGEMENTS

- Co-chair & Global Liaison for PRIDE (Business Resource Group)
- Philippine Manager Development Essentials (2012)
- Performance Consulting & Coaching Effectiveness Workshop
- Harvard ManageMentor Facilitator Certification
- Learn Share-ADDIE Instructional Design (2011)
- Building Bridges - Global Diversity Certification (2013)
- Philippine Training Development Program (2013)
- Leadership Training and Development (2014)

EDUCATION

University of the Philippines, Manila

Accomplished coursework towards Bachelor of Science in Public Health (Undergraduate coursework up to Mar 2001)

Manila Science High School, Manila

High School Diploma