
NAVARRO, VINCENT R.

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SKILLS AND QUALIFICATIONS

- Expert in the end-to-end performance management process, including setting metrics, conducting evaluations, providing feedback, and implementing development plans.
- Advanced knowledge in labor relations and due process for handling terminable and non-terminable cases.
- Strong conflict resolution and mediation skills, enabling effective management of employee grievances and the fostering of a positive and collaborative work environment.
- Experienced in designing, conducting, and evaluating training programs, identifying skill gaps, and implementing development initiatives using e-learning platforms.
- Proficient in analyzing HR data (turnover, retention, engagement), utilizing HRIS software, and creating HR metrics reports and dashboards.
- Knowledgeable in DEI best practices, implementing diversity initiatives, and organizing HR events to foster an inclusive, equitable, and engaging work environment.
- Strong interview and presentation skills, enabling effective candidate assessments and clear communication of HR initiatives to employees and leadership.
- Excellent written and verbal communication skills, with expertise in public speaking and delivering impactful presentations.
- Advanced proficiency in Microsoft Office and Google Suite, streamlining HR tasks such as data analysis, document creation, and team collaboration.

EDUCATION

De La Salle University – Taft Avenue, Malate, Manila, 1004 Metro Manila

Master of Science in Psychology, Major in Industrial/Organizational Psychology

Term 1 A.Y. 2020-21 to Present

Angeles University Foundation – 2009 Angeles City, Philippines

BS Psychology 2019, *Cum Laude*

WORK EXPERIENCE

Scrubbed.Net Global Services, Inc—Zone 6, Panipuan, City of San Fernando, Pampanga, 2000

March 11, 2024 – Present

HRBP and Operations Senior Supervisor (January 2026 – Present)

- Oversee day-to-day team and client operations to ensure efficiency, quality, and timely delivery.
- Manage team schedules, resource allocation, and workload to optimize performance and productivity.
- Monitor key operational metrics and identify opportunities for process improvement.
- Support operational meetings, client updates, and reporting as needed.

- Assist with administrative and financial aspects of operations, such as billing, invoicing, and operational reporting.
- Conduct regular check-ins with staff to provide coaching, guidance, and feedback.
- Lead performance management processes, including monitoring performance, giving feedback, and handling performance improvement plans (PIPs).
- Address workplace issues, conflicts, and policy questions in a fair and timely manner.
- Support team engagement, recognition, and retention initiatives to maintain a positive and productive work environment.
- Partner with HR teams as needed to align programs and processes with organizational practices.
- Track and analyze HR and operational metrics to identify trends, support decisions, and drive continuous improvement.

Organizational Development Senior Supervisor (July 2025 – December 2025)

- Proactively partner with managers to identify and implement strategies to improve and maintain a positive, inclusive work environment utilizing best practices for creating an inclusive culture and climate.
- Develop and refine performance management systems to ensure alignment with organizational objectives and to facilitate high performance.
- Proactively manage and resolve performance-related escalations, including disciplinary action cases, ensuring timely and effective solutions to maintain optimal team and organizational productivity.
- Design and deliver OD and change management strategies, processes, and interventions; to include initiatives that foster a high-performance culture, where valuing learning, continuous improvement, and diversity are the norm.
- Conduct climate assessments and analyze results. Make recommendations for professional and organizational development programs to address findings.
- In collaboration with management, review the organizational culture and recommend systemic programming to increase intercultural competencies throughout the organization.
- Provide leadership coaching and development to senior leaders and managers to enhance their leadership capabilities and drive employee engagement.
- Conduct HR check-in calls to foster open communication, build strong relationships, and proactively identify and address employee concerns, contributing to a positive and productive work environment.
- Collaborate with HR and other cross-functional teams to ensure that organizational development initiatives are integrated with other HR programs and processes.
- Ensure compliance with relevant laws, regulations, and company policies related to organizational development.

Organizational Development Supervisor (March 2024 – June 2025)

- Same job description as OD Senior Supervisor

TOA Global Inc.— Philexcel Business Park, Manuel A. Roxas Highway, Clark Freeport Zone 2009, Angeles City, Philippines
December 06, 2021 – March 08, 2024

People Service Manager (January 2023 – March 2024)

- Main contact of at least 100 Team Members in production
- Manage the team members' employment cycle, from onboarding to offboarding
- Own overall employee experience (LUNA tickets, Engagement, eNPS, SAT scores, absenteeism, etc)
- Help outlier Team Members complete deliverables related to compliance, learning, performance reviews, etc.
- Drive overall communications and manage MS Teams channels (Internal, stakeholders, team member)
- Provide assistance and leadership during crisis management for business continuity purposes
- Ensure policy compliance and showroom standards are practiced at all times
- Coordination and collaboration with support functions as needed.

- Responsible for communicating the team members' needs following communication protocol that covers performance, professional and personal job struggles, and ensure their well-being in different areas of their employment
- Conduct 1on1 sessions and focus group discussions to gather, classify, process, record, and disseminate the information required for efficient and effective management of Team Members
- Drive company initiatives and encourage participation in engagement activities
- Manage daily, weekly, and monthly trackers and reports
- Monitor time and attendance of team members

People Service Officer (September 2022 – December 2022)

- Same job description as People Service Manager.

People Service Specialist (December 2021 – September 2022)

- Same job description as People Service Manager.

Department of Interior and Local Government—Regional Office III, Malikhain Street, Diosdado Macapagal Government Center, City of San Fernando, Pampanga
May 10, 2021 – December 05, 2021

Administrative Officer IV / Human Resource Management Officer II

- Responsible with recruiting and hiring permanent and contract of services personnel for the regional and field offices
- Create accurate and comprehensive meeting minutes to ensure clear communication, accountability, and follow-through on important decisions
- Develop and implement training programs and organize company-wide events, including conferences, workshops, and team-building activities.
- Write Memoranda, Advisories, Letters, and other communications and correspondences necessary to be disseminated to Field/Central Offices and other government agencies for effective implementation of policies and dissemination of important information
- Lead the region-wide implementation and utilization of the performance management system, ensuring timely submission of performance evaluations to the Central Office
- Investigate and resolve employee complaints and grievances, including disciplinary actions, in accordance with government policies and procedures
- Spearhead the implementation of compensation and benefits policies and programs for government employees, including salary administration, leave management, and other employee benefits

Concentrix CVG Philippines, Inc.—SM City Clark, Manuel A. Roxas Highway, Angeles City
October 04, 2019 – March 15, 2021

Sr. Representative, People Solutions

- Lead weekly orientation sessions for 50-100 new hires, ensuring a smooth transition into the organization
- Process payroll-related tasks, such as creating new hires' bank accounts, processing bank information updates, and addressing payroll discrepancies
- Manage and resolve employee disciplinary cases, including investigations, hearings, and appropriate corrective actions for both terminable and non-terminable cases.
- Generate and maintain comprehensive weekly and monthly HR reports, including key metrics such as turnover rates, absenteeism, and workforce demographics
- Conduct training/s regarding HR process improvement initiatives
- Respond to employee inquiries and concerns, provide guidance on HR policies and procedures, and resolve issues in a timely and professional manner