






KATHLEEN MAY P. BRUGADA

Human Resources Manager • Human Resources Head Supervisor • Senior Human Resources Officer • Human Resources Generalist • Finance and Accounting Recruiter • Finance and Accounting Analyst

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 Makati City, NCR, Philippines



WORK EXPERIENCES:

SENIOR HUMAN RESOURCES OFFICER

New Canaan Insurance Agency, Makati City, PH

Full-time Regular

July 2025 - March 2026

- Directed **end-to-end HR and Administration functions for a workforce of 120+ employees**, driving alignment between people strategies and business objectives and act as the **HR manager**.
- Delivered **full-cycle recruitment** results, **hiring 20+** employees annually and **reducing time-to-fill by 25%** through streamlined sourcing and selection processes.
- Transformed performance management systems, increasing employee productivity and improving **performance review completion rates to 95%+**.
- Revamped compensation and benefits programs, contributing to an estimated **15-20% improvement in employee retention** and overall satisfaction.
- Maintained **100% compliance with labor laws and internal policies**, minimizing risk through strengthened HR governance and audit-ready documentation.
- Resolved employee relations cases and investigations with a high success rate, reducing workplace escalations and improving engagement scores by **20%**.
- Led training and development initiatives, increasing employee participation by **30%+** and strengthening leadership pipeline readiness.
- Optimized office administration and vendor management, **achieving cost savings of up to 15%** while improving service delivery efficiency.
- Spearheaded employee engagement programs and company events, contributing to higher morale and measurable improvements in employee satisfaction.
- Served as a strategic HR advisor to leadership, influencing workforce planning, organizational development, and key business decisions.

HUMAN RESOURCES MANAGER

Megi Group Inc., Makati City, PH

Contractual

May - July 2025

- Oversaw full-spectrum HR operations across three branches, supporting a workforce of **100+ employees in both production and corporate** functions, ensuring alignment with business objectives.
- Led end-to-end recruitment and onboarding, **successfully hiring 20-30 employees** annually and improving time-to-fill by ~20% through efficient sourcing and selection strategies.
- Managed timekeeping and attendance systems, **reducing attendance-related issues by 15%** through close coordination with department heads and proactive monitoring.
- Administered payroll processing and statutory benefits (SSS, Pag-IBIG, PhilHealth, HDMF) with **100% accuracy and on-time remittance**, ensuring full compliance with government regulations.
- Handled employee relations, grievances, and disciplinary actions, resolving cases effectively and contributing to a **10% reduction in escalations** and workplace conflicts.
- Developed and enforced HR policies and procedures, successfully passing DOLE audits and labor inspections with full compliance.
- Spearheaded employee engagement and training initiatives, increasing participation by **20%+** and improving overall employee retention and satisfaction.
- Acted as a strategic HR partner to management, driving workforce planning, organizational structuring, and performance improvement initiatives.
- Collaborated cross-functionally with department leaders to streamline HR processes and enhance operational efficiency across all branches.

- Accomplished and results-driven HR and Finance Professional with **over 9 years of progressive leadership in Human Resources and 8+ years of solid expertise in Finance & Accounting**.
- Recognized for delivering high-impact HR strategies across the full employee lifecycle - from talent acquisition to offboarding - while strengthening employee engagement, optimizing compensation and benefits, ensuring regulatory compliance, and driving performance management excellence.
- Proven track record of success as a Finance & Accounting Recruiter in both local and global markets, consistently identifying and placing top-tier talent.
- Brings deep analytical expertise as a Finance & Accounting Analyst, with strengths in financial reporting, tax compliance, reconciliation, and audit support, ensuring accuracy, efficiency, and business alignment.
- Highly proficient in leveraging HRIS and accounting systems to streamline operations, enhance data-driven decision-making, and improve organizational effectiveness.
- Demonstrates exceptional capability in office administration and event management, executing end-to-end initiatives with precision, efficiency, and a keen eye for detail.
- A strategic and people-centric leader known for integrating HR excellence with financial acumen, driving organizational growth, operational efficiency, and sustainable business success.

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WORK EXPERIENCES:

HUMAN RESOURCES HEAD SUPERVISOR

CREAVALUE PRIME SERVICES INC, Taguig City, PH
2025

Contract
January - March

- Managed the key HR functions across three branches with **50-120** employees, including:
- Conducting regular branch visits to engage with employees, gather concerns, and ensure alignment with back-office operations.
- Overseeing **recruitment**, candidate selection, and ensuring onboarding compliance that needs to hire weekly.
- **Addressing employee grievances, resolving conflicts**, and fostering a positive work culture.
- Supervising **performance evaluations** to maintain fairness and legal compliance.
- Identifying **training needs and coordinating employee skill development**.
- **Managing payroll, benefits, and processing government contributions** (SSS, Pag-IBIG, PhilHealth).
- Ensuring adherence to **labor laws, health and safety regulations**, and company policies.
- Maintaining secure and confidential employee records, including health card updates.
- Managing offboarding, conducting exit interviews, and ensuring compliance with termination procedures.

HUMAN RESOURCES HEAD SUPERVISOR

DIGITECH GROUP INC., Makati City, PH

Fulltime - Regular
October 2024 - February 2025

- A start up company with **10-30 employees** that I Oversee the full employee lifecycle, from onboarding to managing exits.
- **Talent Acquisition & Onboarding:** Oversee recruitment, candidate selection, and ensure legal and organizational onboarding compliance.
- **Employee Relations & Conflict Resolution:** Address grievances, resolve disputes, and promote a positive, legally compliant workplace culture.
- **Performance Management & Evaluation:** Supervise performance appraisals, ensuring fair evaluations and legal compliance.
- **Training & Development:** Identify training needs and ensure legal compliance in employee skill development.
- **Compensation & Benefits:** Administer payroll and benefits in accordance with compensation laws.
- **Compliance & Oversight:** Ensure adherence to labor laws, health and safety regulations, and company policies.
- **Documentation & Recordkeeping:** Maintain secure, confidential employee records per legal requirements.
- **Exit Process:** Manage offboarding, exit interviews, and ensure compliance with termination procedures.

HUMAN RESOURCES GENERALIST

PRIDE GLOBAL INC. PH, Makati City, PH

Full-time
July 2024 - October 2024

- Oversee the full employee lifecycle of **60-100 employees branch here in the Philippines** from onboarding to managing exits.
- Build and maintain positive relationships between employees and management.
- Address and resolve employee concerns, conflicts, and grievances effectively.
- Support the performance appraisal process and guide managers on improvement plans.
- Ensure compliance with labor laws, company policies, and HR best practices.
- Stay current with employment laws and update policies as necessary.
- Identify and coordinate relevant training programs to meet organizational needs.
- Manage employee development initiatives to enhance skills and performance.
- Administer benefits programs, including health insurance, retirement plans, and perks.
- Lead diversity, equity, and inclusion initiatives to promote a respectful work culture.
- Respond to employee inquiries and resolve benefit-related issues promptly.

COMPETENCIES:

HUMAN RESOURCES MANAGEMENT

- End-to-End HR Management
- Recruitment & Staffing
- People Management
- Compensation & Benefits
- HR Policy Development
- Compliance & Legal
- Employee Relations
- Retention Strategies
- HR Administration
- Performance Management
- Familiarity with different HR software systems

ACCOUNTING/FINANCIAL SKILLS

- Financial Analysis
- Budget Management
- Bookkeeping
- Auditing
- Financial Reporting
- Accounting Software Proficiency (Oracle, QuickBooks, Solomon, Jira, CRM, etc.)
- Order and Customer Management
- Forecasting and Financial Planning
- Cash Flow Management
- Tax Compliance and Reporting
- Financial Risk Assessment
- Cost Analysis and Control
- Reconciliation and Variance Analysis
- Accounts Payable/Receivable Management
- Financial Statement Preparation
- Financial Data Analysis and Interpretation

ADMINISTRATIVE & EVENT ORGANIZING SKILLS

- Office Management
- Calendar and Email Management
- Document Handling and Organization
- Data Entry and Database Management
- Coordination and Scheduling of Meetings and Appointments
- Record Keeping and Filing Systems
- Proficiency in Office Software (Microsoft Office, Google Workspace, etc.)
- Template Management and Monitoring
- Travel and Event Coordination
- Communication and Correspondence Management
- Inventory and Supply Management
- Task and Deadline Management
- Meeting, Conference, and Event Arrangements
- Customer Service and Client Support
- Budgeting and Cost Management for Events
- Vendor Management and Coordination
- Logistics Planning and Execution for Events

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WORK EXPERIENCES:

HUMAN RESOURCES MANAGER

Full-time - Regular

IVF ASIA GROUP, Makati City, PH

November 2022 - July 2024

- Handles full cycle of Human Resources of **20-50 employees** including Department heads.
- **Recruitment & Staffing:** Attracting, sourcing, and hiring top talent for various organizational roles. Oversee the full employee lifecycle, from onboarding to managing exits.
- **Employee Relations:** Addressing employee concerns, grievances, conflicts, and managing disciplinary actions.
- **Performance Management:** Creating and implementing performance appraisals, guiding performance improvement and career growth.
- **Training & Development:** Identifying training needs, coordinating development programs, and overseeing employee onboarding.
- **Employee Engagement & Retention:** Cultivating a positive work culture, launching recognition programs, and enhancing employee satisfaction and retention.
- **HR Administration:** Managing employee records, HR databases, payroll, and administrative tasks such as contracts, work permits, and employee contracts from onboarding to managing exits.
- **People Management:** Overseeing 25-35 employees across all departments.
- **Strategic Planning:** Collaborating with leadership to align HR strategies with business goals.
- **Compensation & Benefits:** Developing compensation programs, analyzing salary data, and managing employee benefits, including payroll.
- **HR Policies & Compliance:** Developing, communicating, and ensuring adherence to HR policies and employment regulations.
- **Finance & Accounting:** Conducting monthly audits of departmental expenses, ensuring financial accuracy, and collaborating with teams to align spending with budgets.

FINANCE AND ACCOUNTING RECRUITER

Part-time Freelancer

AHK ACCOUNTING RECRUITER, Canada

August - December 2023

- **Sourcing:** Identifying and targeting potential finance and accounting candidates based in Canada, the US, Australia, and New Zealand, depending on the client's location.
- **Screening:** Evaluating candidate qualifications and skills to ensure suitability for various roles.
- **Relationship Building:** Cultivating strong relationships with candidates and clients to ensure a smooth recruitment process.
- **Collaboration:** Partnering with hiring managers to align on job requirements and candidate expectations.
- **Offer Management:** Overseeing offer negotiations, ensuring alignment with client and candidate needs.
- **Administrative Tasks:** Handling all paperwork, compliance, and administrative responsibilities related to recruitment.
- **Job Description Creation:** Writing and posting tailored job descriptions on various international job boards to attract top talent.
- **Successful Hiring:** Achieving an 80% monthly success rate for hires per job title and open vacancies, consistently meeting recruitment goals.

STORE BRANCH MANAGER/BUSINESS OWNER

Full-time

SALAD TREATS, Food Services - Naga City Branch

Dec. 2021 to Dec. 2022

- Responsible for overseeing the daily operations of a bank or financial institution's branch.
- Develop business plans and strategies to meet sales goals, enhance customer service, and drive revenue growth through increased lending activities.
- Create and manage promotional content using various applications and social media platforms.
- Handle marketing, inventory management, and innovate food menus and recipes.
- Personally involved in cooking and food preparation to ensure high-quality service.

EDUCATION:

Bachelor of Science in Office Administration: Office Management

Major: Finance and Accounting, Short hand reading and writing (Legal & Medical terms)

SY 2009 -2013

Partido State University

OTHER GRADUATE STUDIES:

Methods of Teaching: Special learning package

SY 2015-2016

Bicol State College of Applied Science and Technology

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WORK EXPERIENCES:

HR EXTERNAL RECRUITER

Part - time Commission Based

DEMPSEY RESOURCE MANAGEMENT INC.

Oct. 2021 to Sept. 2022

- Managed end-to-end recruitment across multiple industries, achieving an average 80% monthly hiring success rate.
- Developed job descriptions, conducted job analyses, and launched recruitment campaigns across job boards and sourcing platforms.
- Sourced, screened, and assessed candidates through resume evaluation, structured interviews, and selection tools, ensuring strong role and cultural fit.
- Generated recruitment reports and insights, while continuously applying best practices to improve hiring efficiency and timelines.
- Communicated role details, compensation, and employer branding to candidates, ensuring a positive and informed candidate experience.

FINANCE AND ACCOUNTING ANALYST

Full-time - Regular

INTERNATIONAL BUSINESS MACHINES (IBM), Naga City

Aug. 2014 to Aug.2021

1. ORDER TO CASH REPRESENTATIVE

Deduction Process Analyst • Triage Team Analyst • Cross view Planner Analyst

- **Tax Analyst:** Analyzes data to determine tax liabilities for individuals or corporations.
- **Accounts Receivable Analyst:** Handles invoicing and resolves customer deductions through document investigation, focusing on reconciliation.
- **Triage Analyst:** Analyzes incoming tasks, assigns them to the relevant departments for resolution across account processes.
- **Planner Analyst:** Inputs products into the system and creates promotions for clients/customers based on approved contracts.

2. CUSTOMER FULFILLMENT

Order Management Analyst • Service Maintenance Analyst

- **Order Processing Specialist:** Manages customer order acknowledgment, payment processing, and item quantity verification before distribution, while monitoring inventory to prevent errors and disputes.
- **Order Processing Manager:** Supervises the entire order process, from order entry and shipment inspection to customer satisfaction management.
- **Dispute Resolution Specialist:** Resolves client disputes by gathering claims, researching deductions, and addressing billing issues.

3. RECORD TO RECONCILIATION

Statutory & Audit Team Analyst • Value Added Tax Team Analyst

- Supported **record-to-reconciliation processes, working closely with department leadership** to ensure accuracy and compliance.
- Managed and organized **financial documents, reports, and audit requirements** for multiple clients across regions.
- Assisted in the preparation of **financial records, statutory reports, and audit documentation, ensuring 100% compliance** with regulatory standards.
- **Processed and validated VAT transactions**, ensuring accurate recording and adherence to local tax regulations across multiple countries.
- Performed **journal entries, account reconciliations, and tax-related tasks**, improving data accuracy and reporting efficiency.
- **Generated financial and VAT reports**, supporting audit readiness and timely submissions.
- Collaborated cross-functionally to maintain complete documentation and audit trails, strengthening compliance and operational efficiency.

4. IBM BLUE DIPLOMAT

Event Management Team Member

- Team member of the event organizing team at IBM Naga City Branch. Responsible for planning, budgeting, and preparing reports for budget approval for each event.






TRAININGS AND SEMINARS:

(Most Recent)

DATES	TOPICS
Jan-2024	NEW TRENDS IN SOURCING, TALENT ACQUISITION & ONBOARDING
Jan-2024	Microlearning for All Professionals: The 6 Habits of Administrative Professionals
Nov-2023	IMPROVING PERFORMANCE USING BALANCE SCORECARD
Nov-2023	Accounting and Taxation
Sep-2023	COMPETENCY-BASED DEVELOPMENT OF HR POLICIES AND PROCEDURES
Sep-2023	Supervisory Leadership & Management: PERFORMANCE MANAGEMENT
Jul-2023	ATTRACT, MOTIVATE, RETAIN TALENTS USING EMPLOYEE RECOGNITION & REWARDS
May-2023	EQUIP HR Masterclass 3: HR Audit and Compliance
Apr-2023	LABOR LAW & RELATIONS
Mar-2023	MICROLEARNING IN HR: RECRUITMENT & SELECTION
Mar-2023	MICROLEARNING IN HR: COMPENSATION AND BENEFITS
Mar-2023	MICROLEARNING IN HR: TRAINING AND DEVELOPMENT
Mar-2023	LABOR LAW: CODE & PRACTICE
Jan-2023	MIDDLE MANAGEMENT TRAINING & DEVELOPMENT
Jan-2023	HANDLING GRIEVANCE, DISCIPLINE, TERMINATION AND DISMISSAL

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WORK EXPERIENCES:

HUMAN RESOURCES ASSISTANT

Full-time - Regular

KRYLL'S MERCHANDISING, Naga City

June 2013 to May 2014

HR Assistant / Office Clerk • Order Management - Data/Invoice Encoder • Warehouse Checker/Inventory

1. Employee Records Management:

- Maintain digital and electronic employee records.
- Ensure completion of compensation and benefit documentation.
- Conduct staff orientations.
- Update records for new employees.
- Generate and submit reports on HR activities.
- Process payroll and resolve payroll errors.
- Calculate employee deductions.

2. Recruitment Specialist:

- Conduct in-person and phone interviews with candidates.
- Assess candidates' skills, experience, and aptitudes.
- Perform reference and background checks.
- Complete timely employment activity reports.
- Coordinate interviews with hiring managers.
- Follow up on interview status.
- Communicate employer information and benefits during screening.
- Provide detailed recruiting reports.

3. Order Processing and Sales Monitoring

- Book orders and invoice customers.
- Monitor and report on Monthly Sales.
- Maintain Inventory Reports.

TINAMBAC MUNICIPAL HOSPITAL

Billing Office and Record Section - INTERN - 2013

Patient Billing and Documentation:

Tinambac, Camarines Sur

- Efficiently managed patient billing processes while ensuring accuracy and timeliness in all transactions. Maintained comprehensive and up-to-date patient documentation, supporting operational efficiency and compliance standards. Addressed various patient-related requirements with professionalism and attention to detail, ensuring a high level of service. Prepared and submitted accurate reports to the Department Head, contributing to effective monitoring and decision-making.

PARTIDO STATE UNIVERSITY

Placement Office - INTERN - 2011-2013

- Responsible for generating reports and closely monitoring the progress of all enrolled students. In addition, we work diligently to identify placement opportunities for students by cultivating and sustaining relationships with them, allowing us to better understand their skills and preferences.

PARTIDO STATE UNIVERSITY

Campus Student Council Office - Executive Secretary SY 2009-2013

- Responsible in administrative and clerical works, interprets policy and administrative regulations, and other related duties as required. Clerical and administrative tasks include drafting letters, memos, reports, schedule meetings, taking notes and recording minutes.
- Responsible to innovate and propose new programs for the students and school.

OTHER WORK EXPERIENCES/SKILLS:

VIRTUAL ASSISTANT:

- Manage calendars, schedules, and appointments.
- Respond to customer inquiries and emails professionally.
- Handle data entry and organize digital files.
- Coordinate project tasks and updates with team members.
- Conduct research and prepare reports as required.

DIGITAL MARKETING EDITOR:

- Edit and enhance photos and videos for digital marketing campaigns.
- Identify and analyze target sales markets on social media and websites.
- Generate reports on campaign performance and audience engagement.

EVENT ORGANIZER:

- Plan, coordinate, and execute various company events, parties, and employee engagement activities, from concept to completion.
- Handle both corporate and social functions, ensuring each event aligns with company goals and culture.
- Manage event budgets, timelines, and logistics to deliver seamless experiences.
- Source, negotiate, and coordinate with vendors, venues, and suppliers to secure quality services at the best rates.
- Oversee event setup, registration, program flow, and guest management.
- Collaborate with HR and other departments to design events that boost employee morale and strengthen team relationships.
- Provide on-site supervision and problem-solving to address last-minute issues.
- Conduct post-event evaluations, gathering feedback to improve future activities.