

Joana Mae D. Dagooc



✉ jmddagooc@gmail.com

☎ +639151609469 / +639652761354

📍 Phase 6, Doña Soledad, Labangal,
General Santos City 9500

📄 Profile

HR professional with 7 years of experience, including 1 year in combined HR and Admin roles and 6 years as an HR Specialist in a BPO company. Skilled in recruitment, employee relations, onboarding, and HR administration, with strong communication, organizational, and problem-solving abilities.

🎓 Education

**Bachelor of Arts in Psychology,
Notre Dame of Dadiangas
Univeristy**

06/2014 – 03/2019

General Santos City, Philippines

📁 Professional Experience

HR Specialist, Six Eleven Global Services Inc.

05/2020 – 05/2026 | General Santos City, Philippines

- Handled full-cycle HR operations in a BPO setting, from recruitment and onboarding to employee offboarding, ensuring smooth and efficient execution of HR processes across the employee lifecycle.
- Managed HRIS and maintained accurate employee records while ensuring strict compliance with labor laws, company policies, and internal audit requirements.
- Facilitated end-to-end onboarding activities, including company orientation, contract signing, biometric registration, and coordination of timekeeping data for payroll processing.
- Supported employee relations by addressing concerns, assisting in conflict resolution, and organizing employee engagement programs and workplace events to promote employee morale.
- Led initial investigations of incident reports and gathered necessary documentation in preparation for administrative hearings.
- Conducted administrative hearings, prepared case documentation, and implemented disciplinary actions in accordance with company policies and due process.
- Prepared and submitted monthly HR reports to department heads, including attendance summaries, infractions, and attrition rate analysis to support workforce monitoring and decision-making.
- Handled employee inquiries and HR concerns through calls and SMS, ensuring timely and professional response to employee needs.
- Provided administrative and HR support to Operations, assisting with coordination, documentation, and other workforce-related requirements as needed to ensure smooth day-to-day business operations.

HR & Admin Assistant, Century Pacific Agrivultural Ventures, Inc.

06/2019 – 05/2020 | General Santos City

- Assisted in HR recruitment, training, and seminar coordination.
- Managed onboarding documentation and responded to employee inquiries and concerns.
- Supported payroll preparation and HR reporting by ensuring accuracy and completeness of records.

Skills

— Recruitment and onboarding |
Employee relations | HR
administration and HRIS |
Timekeeping and payroll support |
Incident and disciplinary case
handling | HR reporting and
documentation | Communication
and coordination | Problem-solving
and attention to detail |
Confidentiality and professionalism

Interests

**Training and Professional
Development** •
**Community and Volunteer
Activities** •
Employee Engagement Activities —
Organizing and Planning Activities |
Traveling and Exploring New Places
| Fitness and Wellness Activities

References

Mr. Soren C. Flores,
HR & Admin Head,
Six Eleven Global Services, Inc.
+639772891399

Ms. Jeramie P. Villaspin,
Security Personnel,
Six Eleven Global Services, Inc
+639942102264

Ms. Venus S. Aton, IT Specialist,
Six Eleven Global Services, Inc.
+639174941846

- Assisted in the processing and release of overtime pay and cash allowances for employees on official business (OB) travel.
- Managed and monitored inventory of HR supplies and equipment to ensure availability and proper documentation.
- Provided administrative and HR support in employee engagement activities such as company events, programs, and internal initiatives.

HR Timekeeping, Sanford Marketing Corporation

04/2019 – 06/2019 | General Santos City, Philippines

- Monitored employee attendance and timekeeping records
- Prepared attendance, leave, and overtime reports
- Maintained organized employee timekeeping files
- Assisted in payroll preparation through accurate attendance tracking
- Coordinated attendance concerns with employees and supervisors
- Recorded tardiness, absences, and leave balances
- Updated biometric and manual attendance records
- Maintained confidentiality of employee records
- Assisted in HR administrative and clerical tasks
- Submitted attendance reports to HR and Accounting departments

Office Assistant /Working Student, Notre Dame of Dadiangas Univeristy

03/2014 – 03/2019 | General Santos City, Phillipines

- Maintained confidentiality and ensured the secure handling of sensitive student and faculty information and records.
- Assisted the Office Secretary in the distribution of college memoranda and official communications to faculty members.
- Monitored faculty attendance records and reported tardiness, absences, and attendance issues to the Vice President for Academics.
- Supported the College Dean in coordinating school events, activities, and documentation preparation.
- Performed clerical and administrative tasks including filing, encoding, and records management.
- Maintained cleanliness and organization of the office to ensure a professional and efficient working environment.