

# ANTONETTE ARMA

HR Compensation & Benefits Specialist

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☎ +63 906-544-1929

📍 Mandaluyong City, Philippines

## PROFESSIONAL SUMMARY

Detail-oriented HR Compensation & Benefits Specialist with over 3 years of progressive experience in payroll administration, employee benefits, and customer service. Proven ability to process payroll accurately, resolve discrepancies, and maintain compliance with company policies. Adept at working independently and collaboratively to support HR operations and deliver exceptional employee experiences.

## CORE COMPETENCIES

✓ Compensation & Benefits Administration	✓ Payroll Processing & Reconciliation	✓ Attendance Verification & Tracking
✓ HR Records Management	✓ Microsoft Excel & PowerPoint	✓ Customer Service & Conflict Resolution

## WORK EXPERIENCE

### Bernales & Associates | HR Compensation & Benefits Specialist

July 2023 – Present (June 2026) | Full-time

- Ensure accurate and timely processing of employee payroll for all pay periods
- Verify employee attendance records and resolve payroll discrepancies with precision
- Maintain complete and up-to-date payroll records, reports, and documentation
- Administer employee compensation and benefits programs in compliance with company policy
- Coordinate with team leads and department heads to confirm attendance data accuracy

### Optum | Customer Service Representative

September 2022 – June 2023 | Full-time

- Provided timely and accurate responses to customer inquiries, issues, and complaints
- Maintained high customer satisfaction through professional and empathetic communication
- Documented customer interactions and escalated complex issues to appropriate departments

### Concentrix | Customer Service Representative

December 2021 – June 2022 | Full-time

- Maintained a professional and courteous demeanor while interacting with customers
- Resolved customer concerns efficiently while adhering to company service standards
- Consistently met or exceeded team performance metrics and customer satisfaction targets

## EDUCATION

### University of Caloocan City

Bachelor of Science in Psychology

2019 – 2023

### St. Clare College of the Philippines

Senior High School – General Academic Strand

2016 – 2018

**Kalayaan National High School**

Junior High School

2012 – 2016

**REFERENCES**

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**John Henry Gregorio**

Junior Marketing Associate

0921-286-2807

**Florlyn Veral**

Talent Acquisition Specialist

0951-434-1301