

# John Frederick Jalalon

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## SKILLS AND COMPETENCIES

- Nine strong years of experience as a Human Resources Generalist
- With a background in providing administrative and HR support for technology, business process outsourcing, start-up, and internationally funded non-profit and development organizations.
- Adept knowledge of data analytics and reporting techniques to drive process analysis and improvement, resulting in streamlined operations and enhanced stakeholder communication.
- Expert in HR policies, procedures, and regulations to ensure compliance and consistency in HR practices
- Detail-oriented and organized, with the ability to manage multiple tasks and prioritize deadlines
- Customer service oriented, with the ability to handle employee inquiries and concerns in a timely and professional manner
- Strong problem-solving skills, with the ability to identify issues and provide effective solutions to improve HR processes
- Administration tasks expert to such responsibility as liaison to external partners, maintenance of personnel records, and updating internal databases, data entry, and overall point of contact of the company
- Proactive and adaptable, with the ability to work in a fast-paced and constantly changing environment
- Strong communication and interpersonal skills to effectively collaborate with team members, stakeholders, and other departments
- Proficient in Microsoft Office Suite, specifically Excel, Word, PowerPoint, and Outlook, and Google Workspace

## PROFESSIONAL EXPERIENCE

*Afni, Ph—HR Center of Excellence Specialist II*

November 2024 to March 2025

As HR Center of Excellence Specialist II in Afni, Ph., I am responsible for:

### Process Documentation and Visualization:

1. Documentation:
  - a. Successfully authored and maintained comprehensive company policies and HR process documentation.
  - b. Ensured clarity and compliance by precisely documenting data flow requirements.
2. Visual Communication:
  - a. Expertly utilized Visio and other industry-standard tools to design detailed and informative diagrams.
  - b. Created effective process and data flowcharts that enhanced understanding and communication.
3. Process Expertise:
  - a. Developed a deep understanding of HR process intricacies, leading to improved project execution.
  - b. Effectively communicated complex process information to project teams, ensuring alignment and success.

### Effective Communication:

4. Clear and Concise Communication:
  - a. Simplified complex technical information, including processes and products, to ensure it was easily understood by various stakeholders.

### Deliverable Creation:

5. Comprehensive Deliverables:
  - a. Consistently produced high-quality deliverables, including process and data flowcharts, task/activity descriptions, and information management flow descriptions.
6. Diverse Delivery Methods:
  - a. Utilized diverse delivery methodologies, including pictures, charts, diagrams, graphs, and animations, to enhance understanding and engagement.
  - b. Successfully increased stakeholder engagement and comprehension through the use of varied visual aids.

- c. Improved the clarity and effectiveness of presentations and documentation by incorporating multiple visual elements.

#### Continuous Improvement:

7. Feedback Collection:
  - a. Actively gathered feedback from stakeholders to identify areas for improvement in business processes and documentation.
8. Iterative Updates:
  - a. Actively collected feedback from stakeholders to pinpoint areas for improvement in business processes and documentation.
  - b. Identified and implemented enhancements based on stakeholder input, leading to more efficient and effective processes.
  - c. Fostered a collaborative environment by engaging stakeholders in continuous improvement efforts.
9. Software Proficiency:
  - a. Utilized advanced software tools to produce high-quality visualizations that improved stakeholder engagement and communication.
10. Technical Understanding:
  - a. Successfully documented complex HR systems and processes, ensuring clarity and accuracy.
  - b. Effectively communicated technical information related to HR systems, improving stakeholder understanding and engagement.
11. Basic Analytics and Reporting:
  - a. Utilized data analytics to identify areas for process improvement, leading to more efficient operations.
  - b. Applied reporting techniques to effectively communicate insights and recommendations to stakeholders.

### Uber Centre of Excellence, LLC—Service Team Analyst II - G&SS HRSS

October 2021 to August 2024

As Service Team Analyst II, I was responsible for four main functions – general HR query management (for questions regarding policies, immigration, mobility, benefits, and payroll.), employee data management (data changes, compliance and monitoring, and reporting and analysis), contracts generation (for new hires, promotions, location changes, contract amendments), and onboarding (profile integration, new hire portal management, background check) across all regions of Uber employees.

#### Human Resources Information System and Background Check

1. Maintained and updated data within the HR system, Workday, and ensured a high degree of accuracy and within expected service level agreements
2. Processed mass data change requests that are in scope (Entity Change, Re-organizations, Acquisitions, Creation of Supervisory Organization)
3. Generated documents, appendices, and other related documents
4. Managed assigned queues and provided a high level of support tickets received through various ticketing systems, Service Now and ICIMS
5. Processed employee job profile and business title changes in Workday
6. Managed document approvals for data change requests to maintain compliance with internal/external regulatory audits
7. Coordinated with in-region team members and business partner relations for policy clarification
8. Reviewed background check results with extreme thoroughness and attention to detail
9. Adjudicated results for all red flags in the criminal, education, and employment components of background checks, ensuring compliance with existing guidelines
10. Researched federal law and compliance requirements in aid of adjudicating red flags identified by the background check vendor
11. Collaborated with legal stakeholders as deemed necessary based on the adjudication guidelines and results of research from available resources
12. Cross-referenced candidate information from multiple sources to ensure the accuracy of candidate data against background check findings
13. Contacted candidates for verification of discrepancies with educational and employment findings
14. Provided training and support to administrators

15. Proficient with HR and ticketing tools, adjudication guidelines, and legal resources which vary per location or region/state

#### Lifecycle Assist and Benefits

16. Responsible for the day-to-day management and administration of Uber's international employee onboarding and benefit programs including, but not limited to, I-9, health and wellness benefits, 401(k), FSA, and HSA to ensure continuous improvement, accuracy, and timeliness in administration and systems across all regions
17. Managed benefits ad-hoc tasks for international processes
18. Provided a high level of Tier 1 support to international employees by responding to requests and questions, and raising issues

#### Mobility and Immigration

19. Generated contracts and offer letter documents, appendices, and other related documents
20. Processed employee mobility and transfers across all regions
21. Applied one-time payments for special compensation changes
22. Updated employee compensation related to internal movements
23. Coordinated with in-region stakeholders for policy clarification and tier-2 support

#### Payroll

24. Executed system data maintenance and administrative activities in support of business processes, including payroll, tax, social insurance, time, and various local and global benefits administration
25. Provided customer service on pay, time, and benefits-related activities, such as inquiry resolution, request management, and troubleshooting
26. Ensure international regulatory compliance
27. Developed and managed key stakeholder relationships and communications to partner in a proactive and customer outcomes-focused way
28. Implemented processes and initiatives to ensure continuous improvement as well as service enhancement

### **PhilDev Foundation Manila—*Administrative Staff***

September 2017 to June 2021

Under the Operation Manager's supervision, I planned and oversaw all administrative support, liaison, and office services for PhilDev. Duties include purchasing, canvassing, filing and library maintenance, mail, petty cash custodianship, equipment and facilities maintenance, coordinating board activities, administrative support, updating all permits, licenses, and other related functions. I performed support tasks requiring advanced skills in organization and planning, in-depth knowledge of operations and objectives, and an overall understanding of PhilDev. In addition, I provided direct, high-level administrative assistance to the Executive Director.

#### HR Duties:

1. Implemented procedures regarding recruitment: job advertisement, scheduling of interviews, and acceptance of onboarding requirements
2. Secured health insurance coverage for regular and project employees
3. Tracked staff attendance daily
4. Maintained attendance including recording staff leave
5. Prepared attendance reports to support payroll every 15th and 30th of each month
6. Distributed and collected staff timesheets every payroll

#### Finance Duties:

7. Assisted Operations Manager in ensuring all financial transactions were in order managed records, filed invoices, receipts, delivery orders, and contracts
8. Carried out assigned procurement procedures including preparing request forms, collecting quotations, and preparing purchase orders
9. Ensured all payments to invoices were made on time
10. Assisted in keeping track of all contracts entered into and ensure that payments and repayments are made on time
11. Managed petty cash fund and replenishment
12. Assisted Accountant in securing schedules for check and document signing
13. Assisted in managing all project asset

#### Administrative Duties:

14. Managed organizing meetings, workshops, seminars, and general foundation events
15. Carried out other tasks assigned by the Operations Manager and Executive Director
16. Assisted the Operations Manager in the overall functioning of the office facilities for smooth operations
17. Supervised messenger and coordinated with building security guards, cleaners, etc.
18. Managed supplies, equipment, IT, and office facilities
19. Been the focal point to receive and send all the incoming and outgoing information
20. Developed and maintained filing system activities
21. Assisted in preparing reports and updating office files and
22. Prepared minutes of staff meetings

Government Compliance Duties:

23. Supervised remittances and payments of SSS, Phil Health, and HDMF contributions
24. Prepared requirements and secured annual business permits, licenses, and insurance
25. Secured annual Existence of Project Certifications from local government, partner organizations, universities, DSWD, etc.
26. Submitted SEC and BIR annual reports not limited to the following:
  - a. General Information Sheets
  - b. Annual Financial Statements
  - c. Sworn Statements
  - d. Income Tax Returns

[MicroSourcing Philippines, Inc.](#)—*Phone screener*

August 2016 to June 2017

As a Phone screener, I am responsible for the following:

1. Sourced applicants, from various sourcing channels (Facebook, JobStreet, Applicant and Employee Referrals)
2. Made outbound calls to the selected pre-screened candidates
3. Invited candidates for an interview to various positions from customer service agents to engineers of the clients MicroSourcing caters.

[Nezda Technologies, Inc.](#)—*Recruitment Associate*

April to August 2016

As a Recruitment Associate in Nezda Technologies, I was tasked to source from various sourcing channels, transform these into invites, screen them for an initial interview, and eventually convert them into possible hires for different BPO clients.

## EDUCATION

[Polytechnic University of the Philippines](#)—*Bachelor of Science in Psychology*

2016, Santa Mesa, Manila

## OTHER INFORMATION

[Birthday](#)—*April 17, 1996; 29 years old*