Ella Paulino

Versatile HR Professional

email@enpaulino.com | +63 917 877 0836 | https://enpaulino.com



HUMAN RESOURCE EXPERTISE

– Leadership Skills, Employee Relations and Labor Code, Employee Engagement, Company Policy - Rules and Regulation Creation, Employee Retention Program, International and local Recruitment, Onboarding Process and Program, Compensation and Benefits, Training and Development.

ELIGIBILITY

– Certified Human Resource Associate — Certified Professional by Human Resource Educators Association of the Philippines Inc. (Certification No.: CHRA050-09392024)

EDUCATION

– Far Eastern University — Bachelor of Science in Psychology, Graduated 2019

WORK EXPERIENCE

Intellipro Solutions Philippines Corp. Aug 2025 - Dec 2025

Human Resource Associate

– Supported and assisted in the full spectrum of HR functions including pre-onboarding, onboarding, employee relations, performance management, training and development, and offboarding.
– Maintained and updated employee records and HR databases to ensure data accuracy and compliance with internal policies and legal requirements.
– Facilitated new hire onboarding and ensured a smooth integration experience for all new employees.
– Assisted in implementing and monitoring performance appraisal systems and employee development plans.
– Handled employee inquiries regarding HR policies, benefits, and payroll, providing accurate and timely responses.
– Ensured proper documentation and compliance with labor laws and internal HR policies.
– Supported the administration of compensation and benefits programs, including tracking leave, attendance, and medical claims.
– Prepared and maintained HR reports, metrics, and presentations for internal analysis and management review.
– Oversaw and verified quarterly commission calculations and confirmations, ensuring accuracy, timeliness, and proper communication with relevant stakeholders.
– Assisted in internal and external HR audits by preparing necessary documentation, ensuring compliance with audit requirements, and implementing corrective actions as needed.
– Participated in HR projects and initiatives aimed at improving processes and enhancing employee engagement.

3Cloud LLC Jul 2024 - August 2025

Onboarding Specialist

– Report directly to the Board of Directors, serving as a liaison between IT, Finance, and Operations to develop, and implement effective, compliant hiring, and onboarding processes.
– Manage all pre-employment requirements and facilitate the onboarding of new hires, utilizing tools such as Greenhouse, Paylocity, Anaplan, 3CPO, Knowbe4, Sterling for background checks, and DocuSign.
– Oversee and track the employee referral program, and organize training sessions and company events to enhance employee engagement.
– Maintain comprehensive employee files for new hires, ensuring accuracy and compliance with HR Policies.
– Execute office management tasks as requested, ensuring smooth operational workflows.
– Assist in the creation and editing of RISE courses to enhance onboarding training programs.
– Created and maintained trackers for HR audits and payroll changes, coordinating with the payroll specialist for semi-monthly and biweekly pay periods.

- Held weekly touch-base meetings with the client to discuss updates, progress, and challenges within the week.
- Managed the client's email inbox, ensuring all queries were resolved in a timely manner.
- Served as the point of contact for various vendors on technical issues.

Teleperformance May 2021 - Jul 2024
Offshore Onboarding Specialist

- Attended weekly touch base with the US Partner to discuss project updates and ensure alignment with project goals.
- Handled multiple accounts such as Apple, USAA, United Health Care, Bank of America, General Motors, Cox Automotive, etc and ensured that requisition from each account is distributed with timely follow-up and resolution of any issues.
- Monitored and tracked candidates throughout the recruitment process, including sending Background Check, Drug Screening, and completion of I-9 verification.
- Conducted outbound calls to follow up on concerns about onboarding requirements and other employment verification.
- Generate and send daily reports before the end of shift, providing insights and recommendations for areas of improvement.
- Monitored equipment and ensured timely delivery by sending tracking numbers to relevant candidates.
- Provided basic troubleshooting support for setting up equipment and other technical issues that candidates may experience.

Earth Smart Human Resource Philippines Inc. Jan 2020 - Feb 2021
HR Specialist

- Utilized various sourcing methods to identify potential candidates, including job boards, social media, and referrals.
- Conducted initial phone screenings to assess candidates qualifications and suitability for open positions.
- Managed the onboarding process for new hires, including coordinating orientation sessions, processing paperwork, and ensuring compliance with company policies and procedures.
- Developed and implemented employee engagement programs to improve employee satisfaction and retention, including creating and managing employee recognition programs, organizing team building activities, and conducting stay interviews.
- Drafted and reviewed employee contracts to ensure compliance with relevant laws and regulations, as well as company policies and procedures.

National Center for Mental Health Feb 2019 - Apr 2019
Internship

- Conducted Psychological Assessment such as WAIS-R, HTP, and SSCT Tests.
- Conducted depth interviews and group dynamic activities.
- Submitted a psychological report with guidance of psychologists.

Citiglobal Realty & Development Inc. Sep 2018 - Nov 2018
HR Assistant Intern

- Kept track of 201 files.
- Distribution of payslips.

SKILLS & CERTIFICATE

- HR & HRIS Systems: Greenhouse, Paylocity, iCIMS, JazzHR, Anaplan, Salesforce, Sterling, KnowBe4, 3CPO, First Advantage, Rippling, UKG Ready, ADP Workforce Now, ADP Run, Oleeo, BIG Report, WorkBright.
- Benefits & Retirement Platforms: Vanguard, Empower, Transamerica.
- Productivity & Collaboration Tools: Microsoft 365, Google Workspace, Canva, DocuSign, Zoho, Asana, Notion, Slack, Adobe Acrobat, 8x8, Lark.
- Proficient in Social Media Management, Scheduling, Customer Service.
- Multitasking, Time Management, Adaptability, Working Under Pressure, Work Ethic & Dedication.
- Certified Six Sigma Yellow Belt — ICPD Certified Professional (Certificate No. C-2026-1095).