



MARIA VICTORIA MOJICA

STRATEGIC HR MANAGEMENT +
EMPLOYEE RELATIONS + HR OPERATIONS +
HR ADMINISTRATION

Mobile: +971-50-386-4205

Mobile: +971-50-142-5279

Email: mavicmojica@yahoo.com

PERSONAL INFORMATION

Nationality: Filipino

Location: Dubai, UAE

Marital Status: Married

Languages: English and Filipino

Visa Status: Resident

KEY SKILLS

Strategic:

Human Resources Management

HR Policies and Procedures

Learning & Development

Employee Engagement

Performance Management

Operational:

HR Advisory

Grievance Management

Compensation & Benefits

Management

Organizational Structure

Manpower versus budget

Exit Administration & Repatriation

Office Management

Team Management

Software Know-How

MS-Office, Adrenalin, Navision,

Sharepoint, Vista Software

EDUCATION

Saint Louis University, Philippines

Bachelor of Science in Commerce

**Major: Banking & Finance
Management**

**Certified Human Resources
Professional (CHRP)**

**Issued By: American Certification
Institute (ACI)**

EXECUTIVE SYNOPSIS

Pro - active and performance driven human resources professional with more than 15 years of progressive experience in diverse roles. Expertise encompasses employee relations / employee engagement, HR strategy, performance management, compensation and benefits, employee life-cycle management and competency management initiatives. Aim to achieve the organizational objectives through the best professional pursuit gaining professional growth and experience.

WORK EXPERIENCE

HR Employee Relations and Administration Manager

October 6, 2013 till October 8, 2021

Novo Cinemas

Dubai, UAE



Career highlight:

- Managed and led the integration and implementation of the HRIS system.
- Assisted the HR Director on the formalization of the HR Policies, HR Manual, HR Procedure, Delegation of Authority (DOA), and Grading structure.
- Streamlined the employee's compensation and benefits to ensure alignment with the HR policies and grading structure.

Key Responsibilities:

- Overseeing a mandate spanning across strategic and operational HR, career development, succession planning, employee engagement / empowerment, compensation and benefits and repatriation.
- Succession planning
- Managing the daily HR operations including accurate employee database, ensure valid labour and visa of all employees, up to date licenses, permits and contracts of the company.
- Managing the HRIS (Adrenalin system) and ensure accuracy of employee record
- Monitor and control departmental expenditure within the approved budget.
- Analyze and transform gathered data into a concise report that is useful for decision making, planning, and budgeting.
- Resolving issues promptly along with the HR policies and procedures and for each step undertaken should be compliance with the DOA.
- Support the line managers in relation to effective management of staff issues including - motivation, communication, employee relations and performance management.
- Participates in and supports the documentation of investigations of workplace complaints and allegations such as discrimination, harassment, retaliation, hostile work environment, and policy violations.
- Resolving Conflicts and Negotiating with Others -- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Exit administration – conducts exit interviews and supervise the redundancy and termination process and repatriation procedure.
- Manage the full and final settlement calculation through the HRIS and ensure that the gratuity calculation is in accordance with the HR policies and governing laws.
- Preparing the annual HR budget, staff CTC (cost to company), compensation and benefits health insurance administration, educational benefits.
- Payroll – oversee the preparation of the monthly variables, verifying attendance, overtime calculation before generating the salary register report.
- Monitor the leave balances of staff and ensure the approved leave plan is applied for all employees including the Management.
- Regular monitoring of the company's manpower versus the organizational structure to ensure alignment in terms of strength and positions.
- Managing the performance management cycle – goal setting, mid-year review and year-end appraisal within the organization with strategic distribution of the incentive plan to employees in accordance with the company's budget.
- Supporting the Recruitment team whenever deemed necessary.

Career Highlight:

- Developed administration skills through carrying out various assistance to the PRO.
- Learned the HR procedure and the opportunity to be well versed with the UAE Labour Law.
- Promoted to Employee Relations and Administration Manager.

Key Responsibilities:

- Facilitate Employee Creation (New Joiners).
- Maintaining, organizing, and continuously updating employee personal details and document / record all issued employee's employment changes.
- Keep and track Records of Disciplinary / Warning letters.
- Assist employees with Leave balance and leave requests.
- Facilitate smooth transition of employees exiting the organization by coordinating with the relevant departments in ensuring payment of final settlement dues and cancellation of visas within the appropriate time frame.
- Calculate the full and final settlement (EOSB) for all employees in accordance with the UAE Labour Law and company policies.
- Prepare all types of Letter request – Employment Certificate/NOC/ Salary Letter/ Update and Track new Salary Transfer Letters.
- Ensure proper documentation of files related to employee relations like Memos, Directives etc. to retrieve them when required.
- Communicate to relevant departments all processed and approved employee requests.
- Respond to all employees' work-related queries as a lead contact for HR Operational Support.
- Arranging the Air Tickets for all – travelling on annual leave, cancellation employees and newly hired staff in collaboration with Payroll.
- Handle office contracts and call off agreements: stationery, business cards, and press, vehicles, health insurance, and related agreements.
- Purchase and review of office supplies and equipment and maintaining a proper inventory.
- Contribute to innovate new projects within Human Resources.
- Filing and archiving all legal licenses / contracts and other HR related documents but not limited to employee change forms, letters, receipts, and request forms.
- Performs other duties and responsibilities as required.

Career Highlights:

- Developed a strong leadership being the reporting line of all Cinema staff next to the Cinema Manager.
- Promoted to work in the Corporate Office – HR Department after two (2) years of working in the Cinema.
- Awarded as an employee of the month

Key Responsibilities:

- Administering movie programming for the week and for special screening.
- Preparing the Cinema Box Office Report, Concession report in consolidation with the daily cash sales report.
- Preparing the monthly and annual sales report including annual inventory / stock taking report.
- Preparing the monthly payroll and overtime sheet of the Cinema.
- Administering the petty cash of the branch and preparing the bi-monthly replenishment
- Monitoring the monthly sales target and initiates ideas to achieve the target.
- Preparing the weekly schedule of staff within the box office, confectionary, and floor department.
- Attending and solving customer complaints.
- Supporting and performing ad-hoc tasks as assigned by the Cinema Manager.

Assistant Franchise Manager
August 7, 2004 to March 31, 2007
Avon Cosmetics (Franchise)
Tarlac City, Philippines

Key Responsibilities:

- Monitor sales and take purchase order through telephone bookings
- Handle customers' complaints regarding incorrect order
- Perform cashiering and assist clients with their purchase orders
- Prepare purchase orders and sales invoice of dealers and customers
- Follow up collections of purchase order of dealers and customers
- Knowledgeable in monthly stock inventory
- Keep records of cash inflow and outflow of the branch

Previous Professional Experience:

1. *Loan Marketing Officer* – Citi Capital Lending Corporation; Tarlac City Philippines
January 8, 2003 till June 30, 2004
2. *Customer Relations Associate* – Banco San Juan Inc; Baguio City, Philippines
March 3, 1999 till December 15, 1999
3. *Student Assistant* – Saint Louis University; Baguio City, Philippines
April 1, 1998 till May 31, 1998

Trainings / Seminars:

1. Informa MEA Certification on attending HR Summit and Expo – November 2015
2. WOW Factor training Workshop (Novo Cinemas Customer Services Excellence Program) – June 20, 2017
3. Continuing Professional Development (CPD Certification) on attending HR Summit and Expo – November 2017
4. Continuing Professional Development (CPD Certification) on attending HR Summit and Expo – November 2018
5. Continuing Professional Development (CPD Certification) on attending HR Summit and Expo – November 2019

REFERENCES ARE AVAILABLE UPON REQUEST