

April Joy L. Mallari

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Summary:

- 5 years of experience in semi full cycle recruitment. I have an in-depth knowledge on candidate sourcing and database management. I focus on different industries including IT, Manufacturing, Life Sciences, and Engineering for processing and placements. I possess strong technical/business acumen and understanding of technical requirements.

Education:

- **Bachelor's Degree in Nursing**
Brent Hospital and Colleges Incorporated, Philippines.

Achievements:

- From Junior Technical Recruiter to Senior Technical Recruiter promotion – 2017 & 2018
- POC/Leader 2017 – present
- From customer service agent to subject matter expert (SME) promotion – 2015

Skills:

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|------------------------------|--|
| • Applicant Tracking Systems | • Contract Recruitment |
| • Sourcing | • Technical Recruiting |
| • Screening Resumes | • Hiring/Placements |
| • Operations Management | • Office Administration/Support/Coordination |
| • Leadership Management | • Communication |
| • Benefits Negotiation | |

Experience:

ARTECH/Tech-Pro LLC, formerly CDI Corporation (via PSG Global Solutions) – Remote Offshore

Senior Technical Recruiter January 2016 – Present

- Practice Area: IT Project Resource and IT Engineering / End Clients: Apple, Google, GLS and more.
- Sources U.S resumes of qualified candidates for specific job orders, using job boards, applicant tracking systems, company web sites, etc.
- Performing semi full cycle recruiting (sourcing to offer stage).
- Conducts phone interviews to pre-screen candidates, verifying their qualifications, availability, and compensation requirements; documents these interviews.
- Sets up interviews between candidates and hiring managers.
- Involves recruiting passive candidates and general relationship-building.
- Makes recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions.
- Mentoring/managing new recruiters in the account process and achieving their goals while maintaining/exceeding my scorecard in a good performance. Experience in coaching, training, and motivating people
- Handling admin tasks, such as generating reports and presentations.

- Environment: Salesforce, Bullhorn, Job Boards, Word, Excel, Outlook, JobDiva

Teleperformance Philippines – NCR, Philippines

Client Care Specialist/Subject Matter Expert January 2013 – January 2016

- Took inbound calls (40-60 calls/day) and outbound calls, assisting customers to their needs such as bills, usages, and basic troubleshooting steps for US and Canada clients.
- Transferred to chat support and assisted customers 2 to 3 at a time.
- Became Peer Support, Subject Matter Expert (SME), or Acting Supervisor for the team that consists of 13 members. Experienced in coaching, training, and motivating people.
- Maintained my scorecard in a good performance.
- Environment: SharePoint, Salesforce, NM1, Citrix, SingleView, Excel, Word