



MAIZIE ANN M. [Redacted]

E-Mail:

[Redacted]

Expertise

- Employee Learning and Development
- End to end recruitment
- Business Process Improvement
- Supervision & Leadership
- Supporting Network & Differentiation of Roles
- Instructional Methodologies

Skill Highlights

- People and Goal Oriented
- Strong decision maker
- Fast Learner and committed to multi-task
- Hardworking
- Team Player
- Trustworthy
- Good communication skills

Awards

- All Ideas Matter- Process Champion and Project Implementation
- Top Supervisor
- Top Trainer

Work Experience

Talent Acquisition Specialist

██████████ (July 2022 – February 2025)

- Managed end-to-end recruitment for technical, non-technical and managerial positions
- Collaborated with hiring managers and stakeholders to develop and implement effective recruitment strategies
- Reviewed resumes and credentials for skills, experience, and alignment with company values
- Sourced qualified candidates using different job boards.
- Pre-screened candidate resumes.
- Interview qualified candidates.
- Sent exams to the candidates who passed the initial interview.
- Informed the candidates with the exams and interviews results.
- Liaised between the hiring manager and candidates.
- Keep candidates' profile in the ATS.

Operation Supervisor

██████████ (November 2019 - June 2022)

- Daily coaching sessions with the agents handled to enhance their skills and performance.
- CSAT POC
- Attending client meetings.
- Performed final interviews with potential candidates

Account Trainer

██████████ (December 2015 – October 2019)

- Coaching session with the trainees handled to enhance their skills and performance before transitioning to Operations.
- Handling Upskill and new hire training and updating training decks
- Conduct final interviews for possible applicants.
- Notify trainees about their upcoming class schedule
- Performed final interviews with potential candidates

Consumer Care Homecare/Rental

██████████ (July 2012 – November 2015)

- Answering consumer's questions and providing t/s steps about the products
- Sending emails to the consumers about their products.
- Handled phone calls, email and chat

