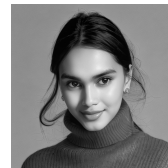


Ella Paulino

Versatile HR Professional

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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

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, Anaplan, Salesforce, Sterling, KnowBe4, 3CPO, First Advantage, Rippling, UKG Ready, ADP Workforce Now, ADP Run, Oleo, BIG Report, WorkBright.
- 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).