

Zoie Frilles

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EXPERIENCE

JACSS Dynamic Business Outsourcing Solutions

Cubao, Quezon City

HR and Recruitment Specialist

August 2023 – Present

- Sourced and screened over **200+ candidates monthly**, maintaining a robust talent pipeline for an AU-owned BPO.
- Achieved a **90% success rate** in ensuring strong role-fit through comprehensive interviews and assessments.
- Developed materials resulting in a **25% surge in candidate engagement** across digital platforms.
- Executed over **12+ employee engagement events**, significantly enhancing workplace culture.
- Managed complete onboarding and documentation, ensuring strict policy and legal adherence.
- Tracked department budgets and prepared detailed reports, facilitating accurate audits and efficient expense management.

HR Intern

March 2023 – July 2023

- Supported recruitment by sourcing and screening **50+ candidates weekly**, accelerating hiring timelines.
- Collaborated with marketing to create internal campaigns, improving candidate attraction and brand visibility.
- Assisted in administrative functions including data entry, filing, and records management, ensuring smooth operations.
- Coordinated engagement activities, contributing to an increase in employee participation.

ProbeCX

Cubao, Quezon City

Customer Service Representative

October 2021 – December 2022

- Delivered frontline support for logistics and supply chain clients, **resolving 95% of issues within 24 hours**.
- Proactively identified and resolved logistics disruptions, **reducing client escalations by 20%**.
- Maintained consistently **high client satisfaction scores (CSAT 90%+)** through accurate information and tailored solutions.
- Streamlined workflows with cross-functional teams, improving efficiency and turnaround times.
- Managed client and driver accounts with zero compliance errors, ensuring accurate documentation and timely deliveries.

Education

University of Perpetual Help DALTA

Las Piñas, Metro Manila

Master in Business Administration – Human Resource Management

2023 – 2025

Pamantasan ng Lungsod ng Maynila

Manila, Metro Manila

Bachelor of Business Administration – Human Resource Management

2019 – 2023