

Zoie Frilles

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Human Resource and Recruitment Specialist

Dynamic HR and Recruitment Specialist with experience in talent acquisition, onboarding, and employee engagement in the BPO industry. Skilled in building strong candidate pipelines, streamlining HR processes, and designing internal communications that enhance employee experience. Proven ability to manage budgets, execute engagement initiatives, and deliver measurable results that improve organizational efficiency.

Professional Experience

GrisWold

Recruitment and Scheduling Support Specialist | February 2026 – Present

- Coordinate with caregivers and clients while maintaining clear communication and professionalism in a fast-paced environment.
- Support recruitment and scheduling operations, including candidate screening, onboarding follow-ups, and shift coordination.
- Handle phone and email inquiries while ensuring smooth day-to-day operations and positive candidate engagement.
- Maintain organized reports, status updates, and operational tracking to support workflow efficiency.

JACSS Dynamic Business Outsourcing Solutions

HR and Recruitment Specialist | August 2023 – February 2026

- Communicate clearly with diverse candidates and stakeholders, strengthening cross-cultural communication.
- Manage multiple responsibilities in fast-paced environments with strong attention to detail.
- Conduct professional interviews while maintaining a welcoming and respectful candidate experience.
- Coordinate employee engagement activities and company events.
- Managed onboarding and documentation, ensuring compliance with company policies and legal requirements.
- Support onboarding of new hires, ensuring a smooth transition into the organization.

HR Intern | March 2023 – July 2023

- Assisted in recruitment coordination and candidate scheduling.
- Supported internal engagement activities that improved workplace morale.
- Maintained organized documentation and administrative records.

ProbeCX

Customer Service Representative | October 2021 – December 2022

- Delivered frontline customer support for logistics clients.
- Maintained high customer satisfaction scores (90%+ CSAT).
- Handled stressful situations calmly while coordinating solutions across teams.
- Assisted clients and drivers with urgent concerns and service disruptions.
- Demonstrated strong listening skills and adaptability when assisting customers.

Education

Master in Business Administration – Human Resource Management

University of Perpetual Help DALTA | 2023 – 2025

Bachelor of Business Administration – Human Resource Management

Pamantasan ng Lungsod ng Maynila | 2019 – 2023