

SUNSHINE ESTOQUE

SENIOR RECRUITER



SUMMARY

Results-driven Recruiter, Team Leader, and Administrative Support professional with extensive experience in recruitment, project management, customer service, and client relations. As Lead Recruiter, I manage the end-to-end hiring process, ensuring seamless candidate and client experiences.

Experienced in efficiently hiring for both digital and non-digital roles, ranging from administrative to highly technical positions. This includes roles within construction and engineering such as estimators, drafters, and technical designers, as well as digital roles like web developers, SEO specialists, UI/UX designers, and customer service professionals. Capable of sourcing for senior-level positions and specialized or niche roles based on specific client requirements.

I bring proven expertise in calendar/appointment setting, email and phone management, client inquiries, and discovery calls, along with hands-on experience in job postings, candidate shortlisting, final interview coordination, and a wide range of administrative tasks.

Proficient in Bullhorn software, Job posting platforms such as LinkedIn, Jobstreet etc. I excel at maintaining accurate records, streamlining processes, and fostering strong, long-term client relationships.

My global communication experience spans clients across Australia, United States, New Zealand, United Kingdom, India, Indonesia, and beyond, equipping me with cultural agility and versatility in client engagement.

CONTACT

+639978830799

Sunshineestoque9@gmail.com

Tarlac City, Philippines, 2300

TOOLS

- Microsoft Office (Word, Excel, Powerpoint)
- Bullhorn Software (ATS)
- Signwell
- Outlook
- Gmail
- Google meet
- Zoom
- Ms Teams
- Canva - Design and Presentation
- LinkedIn
- Jobstreet

WORKING EXPERIENCE

● LEAD RECRUITER | DEC 2020 - JANUARY 2026 COLLABERA SOLUTIONS PRIVATE LTD. (WFH) (Human Resources / Staffing / Outsourcing Industry)

- Reach out to clients, schedule discovery calls, and understand their hiring needs, industry, and role requirements.
- Create tailored job descriptions based on client preferences and requirements, and publish them on platforms like LinkedIn, JobStreet, and other social media/job boards.
- Review applications, shortlist candidates, and conduct initial interviews to assess fit.
- Administer assessments and endorse qualified candidates for client interviews.
- Schedule and manage interviews between clients and candidates, ensuring smooth communication.
- Prepare placement orders / Contract and hand over selected candidates for onboarding.
- Maintain accurate records of clients and candidates in Bullhorn.
- Participate in team meetings and work with Client Relations for repeat hiring needs.
- Monitor team members' job order progress, provide support on processes, assist with challenges, and participate in leadership team huddles.

SKILLS

- End to end Recruitment (Australia, Newzealand, US, and Global clients)
- Candidate Sourcing and Interview
- Email & Phone handling
- Appointment setting
- Social media management
- Basic Content creation (Graphic, Reels & Video)
- Data entry
- Strategic and Analytical Skills

EDUCATION

ASIAN INSTITUTE OF E-COMMERCE

Bachelor of Science in

Business and Administration

Major in: Business Management

MAY 2013 - Graduate

● ACCOUNTING - DEFERRED LEAD | APRIL 2018 - DEC 2020 TARLAC MAC ENTERPRISES INC - (ONSITE)

(wholesale and retail trade industry, specifically for household and commercial appliances)

- Email and phone handling
- Conducts Orientation and training for Cashiers and accounting staff
- Auditing and analyzing financial performance reports or statements from Branch staff.
- System back-end support for the Branches
- Managing and overseeing the daily operations of the accounting department and Branch
- Deferred Cashiers
- Financial forecasting and resolve any discrepancies or irregularities in records, statements, or documented transactions.
- Compiling and presenting Weekly and Monthly Aging Report
- Keeping account books and systems up to date
- Sharing insights and reports with the operation team.

● HR - SUPERVISOR | DECEMBER 2014 - APRIL 2018 LC BIGMAK BURGERS INC. - (ONSITE)

(Food & Beverage industry)

- Handle inbound and outbound emails and phone inquiries, ensuring timely and professional responses.
- Support and oversee daily branch operations in coordination with the Branch Manager, ensuring smooth workflow and compliance with company standards.
- Identify and source potential candidates through various platforms, supporting hiring needs of the organization.
- Prepare and manage monthly schedules for the operations team to ensure optimal staffing and coverage.
- Records Management: Maintain, update, and organize employee records (201 files) with accuracy and confidentiality.
- Assist in payroll processing by providing accurate and timely employee data and reports.
- Address employee inquiries related to company policies, government-mandated benefits, and HR regulations, ensuring proper guidance and compliance.
- Perform various operational tasks such as processing and validating purchase orders, auditing branch sales and collections, and coordinating logistics for branch and warehouse deliveries.

● **CUSTOMER SERVICE CONSULTANT | NOV 2013 - NOV 2014**
SUTHERLAND GLOBAL SERVICES - (ONSITE)

(BPO - financial services / fintech industry)

- Handle 30–70 inbound and outbound calls daily in queue, assisting US clients with debit card inquiries, account balances, transactions, spending limits, and card delivery/follow-ups.
- Resolve customer complaints promptly and effectively, addressing issues such as unauthorized transactions, lost or stolen cards, card activation, and related concerns.
- Maintain CRM for detailed records of customer interactions, process account updates, and
- manage supporting documentation.

● **SALES & CUSTOMER SERVICE STAFF | SEPT 2010 - APR 2011**
NATASHA INC. - (ONSITE)

(direct selling / networking / multi-level marketing of apparel & Fashion industry)

- Assess customer needs and provide accurate assistance and detailed information on product features.
- Process orders efficiently, including data entry into the order system, verifying correct barcodes, and preparing invoices prior to release.
- Handle merchandise returns in accordance with company policies.
- Adhere to and comply with established inventory control procedures.