

KEZIAH V. MENDOZA

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SUMMARY

I'm a Customer Success and Onboarding Specialist at iReply, with over three years of experience in recruitment, HR, and timekeeping. I guide clients through onboarding, provide ongoing support, and ensure a smooth experience. I'm passionate about building strong relationships, streamlining processes, and continuously growing in the field.

WORK EXPERIENCE

Customer Success & Onboarding Spec. | iReply Back Office Services, Inc. **Feb 2025 - Present**

- Guide new clients through the onboarding process for a smooth setup.
- Build strong relationships to ensure long-term customer satisfaction.
- Provide product training and support to help clients reach their goals.
- Monitor customer progress and proactively address issues or concerns.
- Collaborate with internal teams to improve customer experience and retention.

Junior Recruiter | Clark Outsourcing (Integra Staffing, Inc.) **July - Dec 2024**

- Screen and interview applicants before endorsing to main recruiters.
- Collect requirements and update employee records.
- Contact current employees to confirm availability.

Recruitment Specialist (Part-time) | iReply Back Office Services, Inc. **July - Sept 2024**

Recruitment Specialist (Full-time) | iReply Back Office Services, Inc. **Oct 2022 - July 2024**

- Screen, interview, and process applicants.
- Administer assessment tests to qualified candidates.
- Create candidate profiles for endorsement to clients.
- Post job ads on Indeed, LinkedIn, Facebook, JobStreet, etc.

Timekeeper | iReply Back Office Services, Inc. **Oct 2022 - March 2024**

- Ensure attendance, OT, and night differential are accurate and aligned with schedules.
- Monitor and record filed leaves in the timekeeping system.

Recruitment Specialist | At Home Support Senior Care, LLC (AHSSC) **Jan 2021 - July 2022**

- Manage and update job posts on Indeed, Facebook, ZipRecruiter, etc.
 - Screen, interview, and process applicants.
 - Track and update applicant requirements (e.g., medical cert, TB test, ID).
 - Send contracts to qualified candidates.
 - Endorse approved profiles to staffing.
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EDUCATION

Bachelor of Science in Hospitality Management **2015 - 2019**

University of St. La Salle - Bacolod

ADDITIONAL INFORMATION

- **Skills:** Talent Sourcing, Interviewing & Screening, Applicant Tracking Systems (ATS), Job Posting & Advertising, Time & Attendance Monitoring, Payroll Support, Leave & Schedule Management, Spreadsheet Proficiency (Excel/Google Sheets), Relationship Building
- **Tools:** Microsoft Office 365, Google Suite, Trello, monday.com, Zapier, HubSpot, Slack, Airtable, HRIS, Canva, Calendly, Zoom, RingCentral, JobDiva (ATS), ChatGPT, Gemini