

# Zarah Jane Maligalig

Human Resource Assistant and  
Office Administrator

zarahjane.maligalig@gmail.com  
+63 956 364 3891  
Santo Tomas City, Batangas, Philippines

Highly organized and detail-oriented HR Assistant and Office Administrator offering nearly 12 years of experience in a dynamic international company environment. Adept at supporting HR functions, managing day-to-day administrative operations, CRM management and ensuring smooth organizational workflows across multicultural teams. Recognized for strong interpersonal skills and the ability to build positive relationships at all levels of the organization. Committed to delivering efficient HR and office support, team cohesion, and company culture in a fast-paced global setting.

## Career experience

February 2017 – October 2025

### **Vertiv Gulf LLC OPC**

Ras Al Khaimah, United Arab Emirates  
Human Resource Assistant and Office Administrator

#### **Recruitment and Onboarding**

- Screen CVs and conduct initial telephonic interviews with applicants.
- Coordinate face-to-face and online interviews with respective Department Heads.
- Conduct induction sessions for newly hired employees.
- Post job listings on various online recruitment portals.

#### **HR and Payroll Support**

- Prepare daily attendance and overtime reports for payroll processing.
- Monitor employee vacation and sick leave records
- Encode and update employee details in the HRIS system.

#### **Administrative and Travel Coordination**

- Book domestic and international flights and hotel accommodations for employees and company guests.
- Prepare detailed itineraries for visitors and employees.
- Receive guests, prepare snacks/lunch, and ensure adherence to health and safety protocols.
- Arrange domestic and international courier services.
- Prepare Purchase Orders for tickets, hotel bookings, courier services, stationery, and cleaning materials using PMS and IFS systems.
- Manage and schedule meetings across different regions and time zones.

#### **CRM and Sales Support**

- Prepare Sales, Pipeline Summary and Estimation Reports.
- Served as the Oracle Sales Cloud Global User Champion for Asia, Europe, Middle East, Africa and America Region.
- Provide support to Sales and Estimation Team for Oracle Sales Cloud and Hubspot – related concerns.
- Create, update, track and manage Sales Opportunities in Oracle Sales Cloud and HubSpot.
- Prepare Purchase Acknowledgement letters.
- Assist in preparing Technical and Pre-qualification submittals for clients.
- Monitor Customer Satisfaction Surveys thru Mailchimp.
- Prepare documentation for Customer and Government Portal registrations.
- Check and verify Purchase Orders with Estimation, Legal and Finance Departments.

**Service Resources Inc.**  
**Assigned at IM Digital Philippines Inc.**  
On-Site-Supervisor and HR Administrator  
FPIP, Sta. Anastasia, Santo Tomas City, Batangas, Philippines

**HR and Administrative**

- Facilitate timekeeping process and monitor daily attendance of all deployed employees.
- Liaise with the Payroll Section for the processing of the monthly payroll and reviewing of final settlement calculations.
- Maintain and regularly update the employee master list, processing records for new hires and separated employees.
- Assist newly hired employees with the bank account opening process to facilitate payroll enrollment.
- File, organize and ensure the completeness of 201 File records of deployed personnel during employment.
- Supervise deployed employees and prepare their annual performance evaluation/appraisal.
- Coordinate with the Recruitment Team regarding manpower requests and required job specifications.
- Facilitate Company house rules orientation for newly hired personnel.
- Assist employees with benefits claims and application processing.
- Monitor employee work behavior, conduct investigations into policy violations, and recommend appropriate disciplinary actions.
- Provide guidance and counseling to employees to address work-related issues and improve performance.

## Education

Bachelor's Degree in Psychology  
Batangas State University, JPLPC Malvar Campus, Philippines, June 2009 – March 2013

Associate in Health Science Education  
Lipa City Colleges, Philippines, June 2004 – March 2005

## Certification

Career Service Professional Eligibility  
Civil Service Commission, Philippines – April 2014

## Technical Proficiencies

Microsoft Office	Word, Excel, Outlook, PowerPoint
Accounting & Purchasing	Industrial and Financial Systems, Purchasing Management System
Human Resource	Human Resource Information System, Attendance Management System
Meetings & Conferences	Zoom, Teams, Google Meet, Skype
Sales	Oracle Sales Cloud, Hubspot, Configure One

## Other Personal Information

Date of Birth - 27 September 1987  
\*References available upon request.