



MARIA VICTORIA SURBANO MACARAIG

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PROFESSIONAL SUMMARY AND OBJECTIVE

A dedicated professional with proficiency in mastering HR situations; highly knowledgeable in a wide variety of professional discipline, expert on the implementation of employee's welfare policies. in Bahrain Labor Law & Government Relation & practicing Trainer"

Working knowledge & actual application of the Bahrain Labor Law.

- A competent professional with years of experience both in **HR Operations & Strategically; Skilful in writing policies, procedures, case analysis & training modules.**
- Expertise in working as a strategic business partner to general and upper management; providing guidance on how to best drive employee engagement and productivity while limiting legal risk exposure through strong knowledge on employment law
- Successfully provided effective HR leadership to the business for implementation of HR strategies in-line with business requirements, managed full range of HR services to support the overall business strategy of the company
- Experienced in managing, staffing and performance-improvement issues while developing creative solutions for people development.
- A result-oriented individual with strong analytical, communication, interpersonal and organizational skills.
- Excellent knowledge & practice on Labor Law
- Trained, certified & skilled ISO QMR, Auditor & Trainer.
- **A certified practicing TRAINER on Human Resource Administration & Bahrain Labour Law practice & other government agencies.**

JOB ROLE :

1. Hiring & firing
2. Performance Development System Management
3. Reward System
4. Discipline System Management
5. HR Daily Operation Management
6. Wage & Benefit Management
7. Conceptualization & Policy Writing & Revision applicable to the company
8. Training & Orientation

WORK EXPERIENCE

LAGOONA BEACH RESORT & SPA

Other Cos. Fraser Suites, Bianco Cafe
Budaiya, Bahrain



02/2018 – present

Handles 300+ staff

Position Title: Human Resource Manager

Duties and Responsibilities

Report directly to Owner's Representative

Handles the Public & Government Relations, Hiring & Firing, Policies, Procedures, Performance Management Operations; Discipline & Counseling Management:
Expert in LMRA, GOSI, CPR procedures & applications

1. Handles the Human Resource Staff Discipline & Development of the Hotel Resort and other sister companies (Interns & visa for Frasers, Bianco Café & Aria)

BU YOUSIF REAL ESTATE, CONSTRUCTION, DOCUMENT CLEARANCE & RESTAURANTS

Hoor, Manama, Kingdom of Bahrain

07/2017 – 12/2017

Position Title: Operations Manager

Duties and Responsibilities

Handles the over – all business for reorganization & profitability; aligning both operation & organizational processes.

THE DOMAIN HOTEL & SPA

01/2015 – 06/2017



Position Title: Human Resource Executive

Reports directly to Administration & Finance Director

Duties and Responsibilities

Administering the overall HR Operations as per below

- Facilitates the Recruitment process on manpower requirement of the hotel and other sister companies based on step by step recruitment process and documentation.
- Initiates the Pre employment Induction/ Orientation for the newly hired colleagues of the hotel; Re training on good grooming etc.
- Acts as the Government Relations Officer of the group of companies – coordinates with Government offices while managing government online systems such as the LMRA of Al Matrook CRs, GOSI, Immigration & Evisa, CPR Appointment, CR / Company Registration MOIC, Ministry of Labor and among others; Handles issues / problem
- Handles entirely the Company Staff Accommodation
- Monitoring staff performance along with various activities like taking Disciplinary Action & counseling the staff
- Act as the HR Consultant on Bahrain Labour Law & Legal Affairs by the group of companies
- Handles 6 Faisal AlMatrook CR with almost 300 expatriates namely Faisal Al Matrook WLL, JASAF, PENTACON, Chic & Unique, etc.
- Monitors the annual vacation leaves of staff from ticket issuance, payment & up to return to work;

Significant Accomplishments

- Led the Human Resource Generalist functions for a 250+ employee business unit
- Maintains normal status on all government related matters which extends to Evisa, LMRA Residence Permit & other visa matters, CPR, GOSI, Pre Employment Medical, MOIC, Ministry of Labor, Immigration, CR {Renewal}, etc.
- Developed and implemented innovative retention strategies to achieve record 98% retention in 2016.
- Administered the process of bulk hiring for 18 new staff in a month to meet the hiring target on new process
- Bagged 100+ Award or Certificate of Appreciation for taking 2015 initiatives

DURRAT MARINA YATCH CLUB

Durrat Marina Al Bahrain

11/2013 – 12/2014

Position Title: Human Resources & Administration Officer / Division Head

Reports directly to Captain Director of the Yatch Club.

Duties and Responsibilities:

- Set - up the Human Resource & Administration Department at Durrat Marina Yacht Club, Kingdom of Bahrain as a Pre - Opening Staff including various activities like recruitment, CR LMRA EMS, GOSI, Medical monitoring & processing including Customer Care services.
- Performed final VL settlement computations including indemnity payment as per Bahrain Labor Law, facilitated various activities like monthly payroll, training & orientation of employees
- Formulated policy & procedures for administration, accommodation and Housing Management
- Administered general release of the company memorandum while managing the complete disciplinary processes of the erring employees
- Meeting up the potential members of the club.

BAHRAIN CARLTON, CLARIDGE, RIVIERA HOTEL

Managed by **NEW VISION TOURISM MANAGEMENT SPC**

(Hotel & Restaurant Industry) Hooters Café, Symphony, Downtown Restaurant

Adliya, Manama, Kingdom of Bahrain

06/2011 – 10/2013

Position: Group HRD Head

Duties and Responsibilities:

- Administered the entire gamut of HRD functions of the group of companies while managing the LMRA System
- Managed centralized HR Department covering 3 hotels namely Bahrain Carlton Hotel, Claridge Hotel, Riviera Hotel, Symphony Restaurant, Hooters Bar and Downtown Restaurant
- Supervised New Vision Project Management SPC, New Vision Trading, New Vision Property, Royal Vision form, Royal Vision Construction & Artist Management under Ministry of Tourism (MOIC).
- Facilitated organizational development while managing VL settlement computations including indemnity payment as per Bahrain Labor Law, monthly payroll, training & orientation of employees including the new hires
- Extended support in managing general release of the company memorandum
- Contributed in managing case related matters while maintaining rapport to the renters of the properties
- Monitors the compliance to the existing MOA between the property renter and employees.

Philippine Experience

Yamaha Motors Philippines Corporation

Ortigas, Mandaluyong City, Philippines

01/2010 – 05/2011

Position: Administration & Planning Manager

Duties and Responsibilities:

Assist the Managing Director handling the Administration Office covering Human Resource, Purchasing, Information Technology of the Sales & Marketing group.

THEMEBUILDER PHILIPPINE CORPORATION

Mubalakat, Pampanga, Philippines

02/2007 – 12/2009

Position: Administrations & Labor Relations Consultant

Duties and Responsibilities:

Attends all labor related cases as summon from the Dept. of labor & Employment or DOLE

- Gives advices on HR & Admin concerns;
- Prepares the Code of Conduct & Discipline & other policies
- Conducts a minimum of twice (2) monthly company / plant visit located in Pampanga
- Undertakes queries and gives advices to the owners of the company & it's representatives

STARBIKE MOTORS GROUP OF COMPANIES

BMAI MANPOWER CONSULTANCY SERVICES

Paranaque City, Philippines

05/2007 – 12/2009

Position: Group HR & Business Development Manager

A group of companies, OUTSOURCE / Manpower Co.; Mfg. and trading of Motorcycle, with 55 Store branches on nationwide operations; Resthouses, Restaurant & MOTEL CAFÉ;

Duties and Responsibilities

- Associate Partner to the President concurrent as ORGANIZATIONAL & DEV'T. / Operations Manager;
- Handles the entire operations of the manpower company deploying 1, 500 employees in NCR & Sothern Luzon; Duties extends but not limited to operation control, client relation, collection, sales and marketing, HR related matters which includes Payroll Processes; and among others; Provides actual coaching & counseling to affected employees; Conducts on the spot store / branch review;
- Initiates formulates and implements companywide policesand procedures on Manpower planning, consistent with the company's business philosophy and supportive of the organization's goals.
- Designs and implements developmental programs for all employee levels to strengthen organizational effectiveness.
- Provides managerial staff with technical and professional advice and guidance on major policy interpretation, administration, implementation issues.
- Acts as chief spokeswoman during management Employee council negotiations and DOLE meetings.
- Provides leadership to define organizational development, work relations, accountability that produces effective working environment;
- Designs and implements total compensation strategies and policies based on sound compensation principles.
- Plans, develops and implements employee relations programs aimed in productive labor management relationships and industrial peace & harmony;

- Conceptualizes and participates in the implementation of the total quality programs including support program and systems development administration;
- Formulates corporate training plan / programs of the Company; provides leadership on consistent implementation of the Company's Code of Discipline.

**CLARMIL FOOD MANUFACTURING COMPANY
GOLDILOCKS BAKESHOP CORPORATION**

Barangay Banlic, Cabuyao, Laguna, Philippines

06/2005 – 04/2007

Position Title: Employee Relation's Manager (Unionized handling 600 workers)

Duties and Responsibilities:

- Leads and control the Employee Relations Section of the company which extends but not limited to Recruitment, Welfare & Employee Development, Training; Labor and Employee Relations & Discipline, includes handling labor related cases filed AT National Conciliation & Mediation Board & Dept. of Labor & Employment; General Administration, Facilities, Canteen, Security; Organizational Development; to achieve corporate goals and objectives;
- Initiated and established a Grievance Procedure System as part of the authorized Collective Bargaining Agreement (CBA) for Rank & File Union
- Initiated a companywide LMC system as part of governing rule of the ratified Collective Bargaining Agreement consists of different committees' from union and management rep;
- Prepared and revised various policies, procedures and guidelines & CCD of the co.
- Conceptualized and conducts various in – house seminars & trainings like Grievance awareness, LMC, leadership, team building etc.
- Conducts Counseling sessions to the concerned and affected employees;
- Revises Psychological Testing System used by HR in recruitment to effectively recruit and simplify ways in determining the right candidate for a certain position.
- Handles any dispute arises in DOLE – NLRC and NCMB.
- Initiated set – up & strict implementation of HRIS or Human Resource Information System for documents control.
- Manages the Registration and renewals of licenses in DENR, LTO, DOLE & various contracts of the company like the corporate lawyer, labor lawyer, co. doctor, dental, canteen, etc.
- Handles and ratified the first Collective Bargaining Agreement of the Company and the rank and file Union supported by KMU;
- Handles the COOPERATIVE ORGANIZATION of the employees;

ACABAR MARKETING INTERNATIONAL, INC.

Makati City, PHILIPPINES

03/2004 – 06/2005

Hours per week: 48 +

Position Title: Human Resources Manager / Department Head

An International Outsource, Promotional Marketing company handling: Wyeth Medicines & milk,, Johnson & Johnson, Rebisco Philippines Coca Cola, San Miguel Foods & Beverages, Rebisco Corp. Nokia Promotional, Globe Telecom, etc.

Leads and control the Human Resource Department of the Company from Head Office to nationwide branches which covers all facets of recruitment, benefits program, documents and records control, employee discipline which extends in handling terminable cases filed in DOLE-NLRC for arbitration, training program and Organizational Development.(deploys / employs 6,000 employees local &International)

- Formulates & implements Code of Conduct & Discipline and various policies, procedures and guidelines on Manpower planning, consistent with the company's business philosophy supportive to organization's goals;
- Conceptualizes various In – House Seminar – Training based from TNA result as part of the Performance Management System;
- Initiates & implements counseling sessions from ranks to supervisory level resulted on uplifting of employees specially the supervisors leadership morale;
- Trains employees on actual store operations;
- Provides managerial staff with technical and professional advices & guidance on major policy interpretation, administration and issues;
- Acts as chief spokeswoman during Management Employee council negotiations and DOLE hearings
- Provides leadership on n Org. Development / re- structure, work relations, accountability, to foster harmonious working climate.
- Plans, develops and implements employee relations programs aimed at productive labor mgt. relationships and industrial peace.
- Conceptualizes, monitors and participates in the implementation of total quality programs including its support program and systems Development& Administration

KASUMI INDUSTRIAL PHILIPPINE CORPORATION

Barangay Banlic, Cabuyao, Laguna, Philippines

02/2002 – 06/2003

Hours per week: 48 +

Position Title: Administration Manager

Duties and Responsibilities

Directly reporting to Japanese owners, leads and control the General Affairs Department concerning HR and Admin matters Security, janitorial, facilities, canteen, vehicle services, purchasing, contracts

ASIA BREWERY, INC.

Cabuyao, Laguna, Philippines

09/1999 – 02/2002

Hours per week: 48 +

Position Title: Labor Relations Officer / HR Plant Head

CASIO PHILIPPINE CORPORATION

Dasmariñas Cavite, Philippines

02/1998 – 08/1999

Hours per week: 48 +

Position Title: Senior HR & Administration Supervisor

UNIWIDE SALES REALTY & RESOURCES CORPORATION

Uniwide Mall & Supermarket Operations

Pamplona, Las Pinas City, Philippines

09/1996 – 03/1998

Hours per week: 48 +

Position Title: HR & Administration Head

NAKAGAWA CHEMICALS PHILIPPINES CORPORATION

BF Homes, Paranaque City, Philippines

06/1996 – 08/1996

Hours per week: 48 +

Position Title: Executive Assistant cum Administrator

PIDCO STRUCTURES & CONSTRUCTION INTERNATIONAL

BF Homes, Paranaque City, Philippines

06/1995 – 08/1996

Hours per week: 48 +

Position Title: Human Resource Supervisor

Manages the HR in deploying staff in multiple construction projects in the Philippines; On the site skill upgrading of workers; deployment & salaries distribution;

SANGWOO PHILIPPINES CORPORATION

Barangay Mamplasan, Sta. Rosa, Laguna, Philippines

07/1992 – 04/1995

Hours per week: 48 +

Position Title: Human Resource Supervisor

Handles the garments factory with 2,000 + staff (12 sewing lane, special machine, etc. for overseas orders & distributions;

COLUMBIAN MOTORS PHILIPPINE CORPORATION

Barangay Dita, Sta. Rosa, Laguna, Philippines

08/1988 – 06/1992

Hours per week: 48 +

Position Title: Human Resource & Admin Assistant / Psychometrician

ACADEMIC BACKGROUND

Ramon Magsaysay High School,

Secondary Diploma

Espana, Manila, Philippines

Honor Society, NCEE Rating of 95% -Graduated with honors;

1978 - 1982

COLLEGIATE

Bachelor of Arts in Industrial Psychology

Polytechnic University of the Philippines

Sta. Mesa, Manila, Philippines

1982 – 1986 Graduated

Church Administration, 1988, (undergraduate)

Cathedral of Praise Bible College

Taft Ave., Philippines

1987 – 1988

Masters in Public Administration & Phil. Governance, 2007

Polytechnic University of the Philippines

Sto. Tomas, Batangas

2005 – 2007

C E R T I F I C A T I O N

Certificates on:

- Practical Industrial Engineering Studies as AIM Consultant in 2006
- Internal Quality Audit Training as Quality Management representative - QMR
- ISO 9002- 2000 version

- Study & comprehensive review of the Labor Code of the Philippines – UP SOLAIR Philippines

SCHOLARSHIP GRANT

Achieved Educational Scholarship & Training Award from KonradAdeneur Foundation / Brotherhood of Asian Trade Unionism (BATU) Federation of Free Workers

PROFESSIONAL AFFILIATION

FILIPINO INSTITUTE OF BAHRAIN

Certified Trainer

2016 – present

PMAP(People Management Association of the Philippines

Calabarzon Chapter Southern Luzon, Philippines

Board of Director (BOD) elected on 2 years term

2007 - 2009

SEMINARS / TRAININGS ATTENDED

- Job Evaluation, Wage and Salary Determination – PMAP
- Sourcing Funding for Training Programs- TESDA/HRMAC
- First Aid in the Workplace, DMMC
- Excellent Customer Service
- Consultative Seminar on Occupational, DOH
- LABOR Contractualization, Atty. Josephus Jimenez
- Latest revisions in the Phil Labor Code
- ISO 9000:2000 Awareness Seminar- RRS Consult
- Empowerment of Management & Consultation
- Seminar in labor Standards & Rosario, Cavite Labor Relations
- Leadership Seminar - RRS Mgmt. Consulting
- Supervisory Skills Seminar
- LMC Workshop
- Effective Management Program
- Business Protocol Workshop
- Labor Relations Workshop
- Seminar on Industrial Peace & Harmony (LMC)
- Dual Training System - TESDA
- ISO Setting Quality Directions
- ISO Documenting the Quality System
- Trainers Training Program TESDA
- Trainers Training Methodology Course
- Work Values, Key to Corporate Success PMAP
- CBA Negotiation Techniques PMAP
- Back to Basics & CRR Implementation
- Trash Course on Labor Relations
- Supervisory Skills Workshop
- Leaders & Team Players Workshop

- Basic Forklift Operations and Safety Seminar
- Strengthening your Supervisory Skills PMAP
- Manager's Leadership Executive Search

PERSONAL DETAILS

Nickname	Maria	Nationality	Filipino -Philippines
Current Add	# Flat 22 Building 525 Block 318 Road 1807 PO, Manama Kingdom of Bahrain		
Permanent Add:	#25 Princessplume St., Talon Village, LP City, Philippines		
Beneficiaries	Two (2) children - John Michael & John Millard		

CHARACTER REFERENCES

CLAUDE VERNON
Executive Housekeeper
Lagoon Beach Resort & Spa
Mobile No. 973 37155236

BRIAN JOSEPH
General Manager
Almanzil Hotel
Mob. No. +973 32237755

TANZEEM ALAM
Engineering Assistant Head
The Domain Hotel & Spa – Boutique 5 *
Mobile No. 973 35589877

CERTIFIED TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE & INTEGRITY.

MARIA VICTORIA SURBANO MACARAIG
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