

LYSSA ABEGAIL DIME

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ACADEMIC BACKGROUND

Bachelor's Degree in Business Administration Major in Management
Bulacan State University, Malolos City, Philippines (2010-2014)

WORK EXPERIENCES

Executive Virtual Assistant (Part time)

R. Sparling

April 2023 – November 2024

- Assist and supporting the insurance owner, providing high-level administrative assistance and organizational support. Working remotely, managing the owner's schedule, coordinate meetings, and handle correspondence to ensure efficient communication.
- Assist with policy changes, payment queries, issuing certificates of insurance, renewals, and other client service tasks as needed.
- Manage and execute a diverse range of tasks, ensuring timely completion and high-quality outcomes.
- Effectively use insurance-specific software and tools, including Adobe for document editing, to perform tasks efficiently.

Human Resource Manager

Flava Corporation

July 2023 – June 2024

- Manage the staffing process, including recruiting, interviewing, hiring and onboarding
- Ensure job descriptions are up to date and compliant with all local, state and federal regulations
- Develop training materials and performance management programs to help ensure employees understand their job responsibilities
- Create a compensation strategy for all employees based on market research and pay surveys; keeps the strategy up to date
- Investigate employee issues and conflicts and brings them to resolution
- Ensure the organization's compliance with government regulations
- Use performance management tools to provide guidance and feedback to team
- Ensure all company HR policies are applied consistently
- Maintain company organization charts and employee directory
- Partner with management to ensure strategic HR goals are aligned with business initiatives
- Maintain HR systems and processes
- Conduct performance and salary reviews
- Provide support and guidance to HR staff
- Analyze trends in compensation and benefits
- Design and implement employee retention strategies

Customer Experience Executive

Probe Group Philippines

February 2021 – July 2023

- Receive inbound and/or place outbound calls
- Provide accurate and timely responses for inquiries coming through email
- Perform data and research functions
- Provide support through known basic troubleshooting techniques
- Manage and resolve customer complaints
- Identify and escalate priority issues
- Route calls to appropriate resources, when necessary
- Document all information on customer interaction according to standard operating procedures
- Always strive for Good Customer Satisfaction and Experience
- Ensure that all calls are handled professionally based on the Quality Guidelines set by the Client
- Ensure consistent performance based on continuous improvement model
- Participate in all Internal and External mandated training and/or seminars.
- Knowledge, understanding, and compliance with company policies and procedures.
- Provide feedback to management concerning possible problems or areas of improvement.

Marketing Assistant

Sterling Bank of Asia, Philippines

October 2019 – August 2020

- Responsible for identifying, soliciting and approval of loan accounts. Evaluating of current credit data and information of borrowers to determine their capacity and eligibility.
- Recommends for approval or issue credit approvals for qualified loan applications.
- Ensures applications evaluated are in compliant with the bank policies and guidelines to minimize credit loss and credit risk.
- Performs phone verification to obtain critical information required.
- Completion of loan documentation, and continuous account and relationship management.
- Provide assistance to Account Officers from auto loan application to booking of accounts and assistance to clients, branches and car dealers regarding auto loan queries.
- Assists in post-sales queries and auto loan re-availment for repeat business.
- Handles direct, dealer generated, and branch referred accounts for brand new and secondhand cars.

Human Resources Compensation & Benefits Associate

Sterling Bank of Asia, Philippines

September 2016 – November 2018

- Processes all travel related concerns such as airline bookings, travel expenses and allowances, hotel accommodation
- Reviews and processes payment, liquidation summary and attachments and reimbursements (travel, repairs and maintenance, parking, gasoline allowance, uniform and special allowances)
- Assists officers regarding benefit program and allowances including processing until completion of car lease / plan applications
- Helps to plan events, functions, biddings and meetings
- Requests and receives orders for company merchandises (supplies and giveaways)

- Verifies actual requisition vis-a-vis annual budgeted supplies of the department
- Processes employee loan application
- Processes and balances summary of all loans and General Ledger report
- Prepares billing of orders for salary deduction
- Prepares statutory report (SSS, PAG-IBIG, PHILHEALTH)
- Process of clearances of resigned employees
- Provides administrative support as needed to the Human Resources Office of the Department of Operations (scheduling appointments, handling phone calls, filing and facilitating HR onboarding process for new hires)

Human Resources Benefits Associate

Makati Development Corporation, Philippines

July 2015 – July 2016

- Handles statutory benefits (PAG-IBIG and PHILHEALTH)
- Assists employees with hospitalization concerns
- Process loan application of employees
- Prepare reports for employee loan deductions to be submitted to payroll

Human Resource Clerk/General Clerk

Prudential Guarantee and Assurance Inc., Philippines

October 2014 – July 2015

- End to end recruitment
- Maintaining time sheets and accurately inputting time and attendance.
- Verify attendance, hours worked and pay adjustments while tracking overtime hours and approving compensatory time earned.
- Responsible for keeping track of leave time such as vacation, holidays, personal or sick days for employees. Duties also include ensuring time sheets are submitted and received by employees on time to issue accurate payroll adjustments.
- Process new Issuance of Policy such as Machineries & buildings
- Process renewal of Policies
- Release of issued policies
- Computes / give quotation for total amount to be insured.

LANGUAGE

- English
- Tagalog

REFERENCES

Available upon request