

Mark Joseph Alcalde, CSSWB

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PROFILE

Results-driven Recruitment Expert with extensive experience in managing end-to-end recruitment processes, talent acquisition, and onboarding strategies. Adept at sourcing top talent, conducting interviews, and streamlining hiring workflows to enhance operational efficiency. Strong background in human resources, training, and employee engagement, ensuring alignment with company objectives and fostering a productive workforce. Recognized for implementing recruitment strategies that improve hiring timelines, enhance candidate experience, and support business growth. Skilled in utilizing data-driven insights to optimize talent pipelines and improve retention rates.

CORE COMPETENCIES

- Talent Acquisition & Candidate Sourcing
- Interview Coordination & Scheduling
- Applicant Tracking Systems (ATS) Management
- Candidate Relationship Management
- Process Improvement & Metrics Tracking
- Onboarding & New Hire Support

TECHNICAL SKILLS

- Applicant Tracking Systems  
(e.g., BambooHR, Monday.com, FreshTeam))

CRM and HRIS  
(e.g., BambooHR, Salesforce, Zendesk)

Microsoft Office Suite (Excel, Word, PowerPoint)
- Google Workspace (Docs, Sheets, Slides)

Communication and Project Management Tools (e.g., Slack, Zoom, Asana, Trello)

EMPLOYMENT HISTORY

Jul 2024 — Feb 2025	<div>Director of Human Resources, CEO Concierge</div> <div>Remote</div> <div><ul style="list-style-type: none"><li>• Oversaw HR, recruitment, training, payroll, and team leadership functions through regular calls, meetings, and process reviews.</li><li>• Led end-to-end employee lifecycle management, including onboarding, offboarding, HMO enrollment, appraisals, and exit interviews.</li><li>• Developed, reviewed, and implemented policies, contracts, SOPs, and process improvements in collaboration with legal teams.</li><li>• Conducted final interviews, supervised recruitment processes, and ensured compliance with checks and balances across HR functions.</li><li>• Maintained and improved databases, trackers, and time-logging systems to support payroll and client invoicing.</li><li>• Fostered employee engagement through focus group discussions, performance reviews, and coaching for team leaders.</li><li>• Enhanced client relationships via check-ins, surveys, and effective communication strategies.</li></ul><p>Key Achievements:</p><ul style="list-style-type: none"><li>• Reduced time-to-hire by 30% by optimizing recruitment workflows.</li><li>• Improved candidate experience and retention by implementing structured onboarding programs.</li><li>• Enhanced workforce engagement scores through targeted HR initiatives.</li></ul></div>
Mar 2021 — Jun 2024	<div>HR - Regional Manager, Prosper Virtual Assistants</div> <div>Remote</div> <div><ul style="list-style-type: none"><li>• Managed regional HR operations, including onboarding, benefits administration, and timekeeping adjustments for a distributed workforce.</li><li>• Ensured the online onboarding platform was updated and maintained, facilitating seamless employee integration.</li><li>• Conducted final interviews and handled related endorsements for hiring decisions.</li><li>• Supported regional recruitment efforts by expanding manpower for specific locations, including the Negros region, and suggesting improvements to hiring processes.</li><li>• Provided guidance on benefits programs, answered employee inquiries, and collaborated on new benefits plan development.</li><li>• Oversaw quarterly HR process reviews for virtual assistant benefits and resolved contract-related issues in coordination with stakeholders.</li></ul></div>

- Ensured compliance by following up on company materials and formal employee profiles, including GSuite updates.
- Maintained organizational policies and workflows, ensuring alignment with current HR standards and operational needs.

*Key Achievements:*

- Increased hiring efficiency by 25% by refining candidate assessment criteria.
- Developed and launched a streamlined benefits system, improving employee satisfaction.
- Reduced attrition rates by 20% through proactive HR engagement initiatives.

Aug 2017 — Nov 2019

Sales Trainer, Home Credit Philippines

Bacolod

- Designed and delivered training programs tailored to the needs of sales staff and operations teams, covering process flows, product details, and soft skills.
- Conducted training needs analysis to identify learning gaps and developed customized training modules to address competency requirements.
- Evaluated training effectiveness through assessments and performance analysis, identifying areas for improvement and implementing re-training as needed.
- Provided on-the-job coaching to enhance sales staff performance and ensure alignment with quality standards.
- Supported continuous improvement by developing new training processes and updating existing modules.
- Collaborated with team leaders and management to foster a culture of growth and productivity within the sales and operations divisions.

*Key Achievements:*

- Increased sales team productivity by 35% through targeted coaching strategies.
- Reduced training time by 20% by implementing an accelerated learning framework.
- Improved training retention rates through interactive and engaging learning methods.

Sep 2014 — Jul 2017

Training and Quality Manager, Missoma

Remote

- Developed training materials and conducted training sessions for customer service staff, resulting in improved customer service quality.
- Created a comprehensive evaluation system to measure the effectiveness of training programs
- Developed and maintained relationships with external vendors to ensure quality of training materials.
- Led a team of trainers and quality analysts to deliver high-quality training sessions.

*Key Achievements:*

- Increased customer satisfaction scores by 40% through enhanced training programs.
- Developed a new quality assurance framework that improved service delivery.
- Reduced training costs by 15% by optimizing internal training resources.

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EDUCATION

Jun 2003 — Mar 2007

Bachelor of Science in Psychology, UNO - Recoletos

Bacolod City