

MA. KATHLEEN D. NATIVIDAD

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Highly organized and detailed-oriented HR professional with over seven years of work experience including providing high-quality HR support and services within fast-paced and service-oriented environments. Expertise in managing HR processes, employee relations, providing excellent customer service, and ensuring seamless execution of HR initiatives. Adept at problem-solving, communication, and building strong relationships with internal and external stakeholders.

WORK EXPERIENCE

- **ACCENTURE INC. | HR DELIVERY SERVICE ASSOCIATE (OCT 2022 – PRESENT)**
 - Provides good service to employee experience through ticket handling
 - Provides input for improvement of processes, policies and effective service delivery within Employee Relations, Internal Controls, Compliance Learning, Transitions, and Records & Document Management
 - Assists in training and transitioning of new hires into the team
 - Knowledgeable in Workday, Salesforce, SpringCM
 - **CITY CIVIL REGISTRY OFFICE - CITY OF MALOLOS MUNICIPAL GOVERNMENT | ADMINISTRATIVE AIDE (JUL 2018 – AUG 2022)**
 - Responsible in managing, filing, typing, organizing files
 - Doing monthly reports
 - Interaction with clients
 - One-on-one meetings with the department heads
 - **NIGERIAN WATCH NEWSPAPER | BUSINESS DEVELOPMENT MANAGER (MAY 2018 – FEB 2018)**
 - Responsible for the company's sales and marketing
 - Lead generation
 - Customer service
 - Monthly Top Performer
 - **TRION MANAGEMENT | COLLECTION OFFICER (FEB 2017 – APR 2017)**
 - Responsible for overlooking all collections of payable rents of tenants residing in the company's NYC coops and condos.
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RECOGNITIONS AND CERTIFICATIONS

- Eligibility: Civil Service Passer 2017
- KUDOS Awardee (Accenture Inc.)

SKILLS

- Administrative and Clerical Support Data Entry
 - Customer Service
 - Collections
 - Sales Marketing
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EDUCATION

- **Bachelor of Science in Psychology**
 - Bulacan State University (2013 - 2017)
- **Secondary Education**
 - Marcelo H. Del Pilar National High School (2009 - 2013)