



# PIA LORAINA ARES PEDROZA

A dynamic and diligent Human Resource and Customer Service professional, goal-driven and hardworking individual engage in rendering the full capabilities and knowledge I possess in order to contribute to the success of the company. Seeks for continuous improvement in a rightful manner possible.

## CONTACT

- 📍 K8 Tower Al Tawuun Sharjah
- 📞 +971 588475259
- ✉️ piaarespedroza@gmail.com

## EDUCATION

### Bachelor of Science in Management Accounting

University of San Carlos  
June 2009 - March 2013

## SKILLS AND QUALIFICATIONS

- Computer Literate
- Attention to detail and accountability
- Extremely Productive in a high volume and high stress environment
- A team player and independent worker
- Proficient organizer with technical competence
- Excellent interpersonal skills and ability to work well with others
- Accustomed to working in a fast-paced environment
- Good in written and verbal English

## WORK EXPERIENCE

### HR Clerk

Emirates Fast Food Company LLC (Mcdonald's)  
March 2021-November 2023

- Process and handles employee's Payroll account, leave and leave payments, overtime payments and processing of necessary documents of the Incentive Programs
- Process tasks regarding the company's Insurance and attends to inquiries thru emails and calls from the employees
- Handles the company's Workmen's Compensation, Property Insurance and Travel Insurance
- Process the employee's request for Live-out from the company's accommodation and vice versa
- Assists in the preparation of some important events held internally and performs miscellaneous tasks from time to time as per business requirement

### Guest Experience Leader

Emirates Fast Food Company LLC (Mcdonald's)  
May 2019-February 2021

- Stands as Mcdonald's Brand Ambassador by manifesting proper Guest Experience Leader behavior
- Coordinate with managers for the daily tasks and work to be done in the store

### HR Executive

Al Ansari Exchange  
April 2017-September 2017

- Under the Employee Relations Section and is mainly assigned with company's Health Insurance
- Process the employee's Promotions, evaluates the Probationary Assessment, attends to employee's Transfer of Department, assists in Payroll process, process of Disciplinary Actions and Rejoining requests

### Client Service Associate

Banco de Oro Unibank  
July 2013-January 2017

- Responsible for providing accurate, efficient and timely processing of over-the-counter transactions pertaining to cash or check deposits, withdrawals, payments, foreign currencies, remittances and other miscellaneous transactions
- Handles clients concerns and gives recommendations to improve operational efficiency