



ERAMIL GALVAN

Applicant

About Me

Dynamic and detail-oriented professional with a strong foundation in human resources, psychology, recruitment, research, and written communication. Passionate about leveraging psychological principles to enhance organizational practices, streamline processes, and foster workplace well-being. Skilled in leveraging psychological insights to optimize recruitment processes and enhance organizational efficiency.



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Street 2, Bldg. 23, Discovery
Gardens, Dubai, UAE

LANGUAGE

- English
- Tagalog (native)

EXPERTISE

- Information Management
- Psychological Assessment and Testing
- Employee Wellness and Mental Health Support
- Recruitment and Selection
- Intake/Motivational Interviewing
- Customer Service
- HR Information Systems (HRIS) Management
- Research
- Writing & Proofreading

EXPERIENCE

HR Assistant/Recruiter Awesome CX, Philippines 2022 - 2023

- Supported recruitment operations by sourcing, screening, and scheduling candidates to meet hiring needs in a high-volume BPO environment.
- Conducted initial interviews and coordinated onboarding processes, ensuring a seamless experience for new hires
- Maintained and updated the Human Resource Information System (HRIS), ensuring accurate employee data management and reporting.
- Assisted in implementing recruitment strategies, including job postings, applicant tracking, and talent pipeline development
- Handled pre-employment requirements, background checks, and recruitment documentation in compliance with company policies.
- Handled new-hire orientations

Customer Service Representative Alorica, Inc, Philippines 2020 - 2021

- Delivered top-notch assistance in handling customer inquiries related to travel bookings, including flights, hotels, and transportation.
- Managed booking modifications, cancellations, and refunds while adhering to airline and company policies.
- Resolved complex travel issues promptly, ensuring customer satisfaction and loyalty.
- Handled high call volumes in a fast-paced BPO setting, demonstrating excellent communication, problem-solving, and multitasking abilities.
- Maintained a strong understanding of travel tools and systems to provide accurate and efficient service.

EDUCATION

University of Mindanao - Davao, Philippines
Bachelor of Science in Psychology
2019-2024
Cum Laude
Panabo City National High School, Philippines
High School Diploma
2012-2018
With Honors

LICENSES & CERTIFICATONS

LICENSED PSYCHOMETRICIAN

- Professional Regulations Commission, Philippines

CERTIFIED HUMAN RESOURCE ASSOCIATE

- Human Resource Educators' Association of the Philippines