

# AUBREY ZAIRENE OCAMPO

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## EDUCATION

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### **Polytechnic University of the Philippines**

April 2019

*Bachelor of Science in Business Administration, Major in Human Resource Development Management*

## PROFESSIONAL EXPERIENCE

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### **Asalus Corporation – Intellicare**

Philippines

*Account Officer*

*July 2022 – Present*

- Serve as the primary point of contact for clients, ensuring open and effective communication.
- Perform utilization reviews to help clients understand their healthcare usage and identify opportunities for cost savings.
- Monitor account status and identify issues that may require attention or escalation.
- Facilitate the account renewal process, including negotiating terms and conditions, to ensure client satisfaction and retention.

### **Ionics EMS Inc.**

Philippines

*HR Recruitment Officer*

*November 2021 – August 2022*

- Sourced applicants and conducted initial interviews.
- Coordinated with the Training Group on the schedule of newly hired orientation.
- Processed applicants' requirements and conducted job offers to successful applicants with the approval of the hiring manager.
- Led discussions of employment contracts and undertakings with newly hired employees.
- Supported the completion of 201 files for endorsement to the Employee Relations Section.

### **Monde Nissin Corp**

Philippines

*Sales Admin Specialist*

*February 2020 – March 2020*

- Provided administrative and technical support to the sales division.
- Coordinated and monitored reports and billings; checked data accuracy in orders and invoices.
- Maintained and updated sales and customer records while staying current with new products and features.

### **Monde Nissin Corp**

Philippines

*HR Staff*

*October 2019 – February 2020*

- Participated in recruitment efforts by posting job ads and organizing resumes and job applications.
- Prepared new employee files and oversaw the completion of compensation and benefit documentation.
- Oriented new employees to the organization, including setting up designated log-ins, workstations, and email addresses.
- Conducted the benefit enrollment process and administered new employment assessments.
- Served as the point person for all new employee questions.

## SKILLS

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**Account & Client Management:** Key account management, client retention and renewals, contract negotiation, account health monitoring, escalation management, utilization and cost-savings analysis

**Customer Success:** Client onboarding and orientation, relationship building, business reporting, identifying growth and cost-optimization opportunities, customer satisfaction and loyalty

**Technical:** CRM (Customer Relationship Management) software, MS Office (Excel, PowerPoint, Word), HRIS, reporting and documentation

**Interpersonal:** Client communication and presentation, negotiation, stakeholder coordination, time management, teamwork and collaboration