



PERSONAL BACKGROUND

Charles Winluv M. Garcia

0320 Antazo Subdivision, Dalig, Batingan, Binangonan Rizal, 1940

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Date of Birth: January 9, 1996

Age: 30

Place of Birth: Mandaluyong City, Philippines, 1550

Nationality: Filipino

Civil Status: Married

Gender: Male

Height/Weight: 5'7 / 71.6kg

CAREER OBJECTIVE

Motivated and results – driven professional. Committed to contributing to the company's success by delivering high – quality work, fostering collaborative relationships, and continuously improving my expertise to drive innovation and organization goals.

WORK EXPERIENCE

Companies:

• Foundever

From February 2023 – October 2025

As a Global HRIS IT Systems Specialist my roles are as follows:

- Check and resolve day to day tickets that are opened and requested
- Resolve day to day Data replication error/issue or DRM
- Help and resolve Kronos access, time and access issue
- Maintain proper access of global employees not just employees inside PH
- Resolve EC payroll issue/error for all employees
- Helping to improve SAP Community, SAP SuccessFactors website, and the features itself such as:
 - Recruiting, Onboarding, EC Payroll, and Employee Boost Central
 - Aligning and resolving incentives and bonus plan errors/issue
 - Fixing SuccessFactors SSO issues
 - Helping end - users troubleshoot via MS Teams call
 - Resolving and granting Kronos manager access to employees
 - Implementation of HR Kronos modules
 - Collaborating with end users
 - Providing expert support in ensuring proper module integration and functions
 - Helping to align project goals between users and interface
 - Resolving employees that are not showing in Manage Pending Hires
 - Granting proxy access to employees for specific country recruiters
 - Remote desktop from screen to end user for further troubleshooting
 - Support within the employee central for internal employees (Locally and Internationally)

- Supporting all employees with the performance management and goals
- Making sure that EC Payroll is always updated and clean
- Ensuring employee central is updated

Certificates:

- **SAP SuccessFactors EC, Kronos Manager, SAP Foundation, SAP Recruiting, SAP Onboarding**

• Teletech Inc.,

From December 2018 – September 2021

- Financial – Morgan Stanley – We help customer/clients with their day - day banking problems and also the problems they are facing in using the mobile application and online website. Another task of ours is helping all clients of MS to make sure they receive all the documents they need regarding their bank accounts, assets, taxes and many other bank related documents.
- Food Delivery – When the pandemic started or known as COVID19, the financial account was forced to closed and I was lucky to transferred to the food delivery account and I became a CSR/Chat support for customers who wanted to order food online.
- Retail – Ebay – Since I relocated from Mandaluyong to Cainta, Rizal. I was also transferred to TTEC Cainta, Rizal branch as one of their CSR/TSR for Ebay. I help sellers and buyers with the products that are needed to be removed, renewed, and added.

• Planetsports Incorporation

From December 2017 – November 2018

- Assist customers with the correct shoes depending on their feet.
- Make sure to always get the sale
- Making sure that the final inventory report is settled and sent to the main office

•Proserve Multi - Resource Specialists Incorporation

From June 2016 – July 2017

- Making sure that employees are sorted from New Hires. Rehires, Resigned and Terminated
- Fixing hardware and software that are not fixed by troubleshooting only
- Editing and creating all physical ID badge of all employees using Adobe Photoshop
- Making sure that all companies under Proserve Multi – Human Resource Inc has no issue with their computer and internet connection
- Accessing end user's desktop or computer to fix issues at the same time doing troubleshooting

VA Industry:

• Encoder / Data Entry – 1 year experience

- Cold calling small business owners offering a small cost website for their business.
- Interested small business owners that agreed will be manually encoded in the spreadsheet

- **Chatter – 1 month experience**
- **Website Developer – Front – End Developer – 1 year and 6 months experience**
 - Using HTML, CSS, and Javascript
- **Social Media Virtual Assistant – Instagram – 1 year experience**
 - Handles posting Reels, Stories, posts, captions, hashtags, and engagement.

EDUCATION BACKGROUND

Tertiary 2013-2019.	Jose Rizal University Shaw Blvd., Mandaluyong City Bachelor of Science in Information technology
Secondary 2009-2013	Arellano University Plaridel Campus 51 Gen. Kalentong St. Mandaluyong City
Primary 2003-2009	Plainview Elementary School 1140 S. Plainview Rd., Ardmore

TECHNICAL SKILLS

- **Programming / Coding / Designing**
 - HTML Web Programming, CSS Web Styling, C++, PHP Web Programming, Java and JavaScript, Adobe Photoshop.
- **Troubleshooting and Admin/Network Assistance**
 - Hardware and Software, Employee Accounts, Internet Network.
- **BPO**
 - Customer Service Representative, Technical Support Representative, Employee Central.
- **HRIS / SAP**
 - Expert proficiency in SAP SuccessFactors Employee Central.
 - SuccessFactors (SF), Onboarding, Recruiting, EC Payroll, Workflow Management, Boost Central, and Employee Central.
 - Strong knowledge of business process modeling and analysis techniques.
 - developing business cases and supporting change management activities.
 - Familiarity with enterprise architecture frameworks and transformation methodologies.
 - Able to translate complex business needs into clear, actionable technology solutions.
- **HRIS / Kronos Management**
 - Kronos Manager, Kronos for Staff, Kronos Employee Management.
- **HRIS / IT Service Management Center (ITSMC)**
 - Ticket Handling, ITSMC, Data Replication Error/Issue (DRM), Workflow Management.

REFERENCES

Name : **Ryan A. Ebardo**
 Position : IT Professor
 Company : Jose Rizal University

Charles Winluy M.
 Garcia *Applicant*