

# Rochelle Poli

## H.R. Assistant Manager

### WORK EXPERIENCE

#### Fulfillment Team Leader (Carrefour Now)

2022 - 2023

#### Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Century Mall, Dubai

- Lead picking and dispatch to ensure all activities are performed effectively and seamlessly.
- Ensure coordination of the operations team, commercial team, and IT.
- Understand, evaluate, and problem-solve logistics, operations, and other system process hurdles.
- Manage customer service functions within the store.
- Ensure measures are taken to load goods on time as per the schedule defined by the last mile department.
- Proper packing of goods inside delivery bags to avoid damage to customers.
- Adequate actions were taken to maintain the cold chain of goods inside the operation and proper segregation of goods in delivery bags.
- Accuracy of the delivery quantities with the implementation of QC audit as per defined control by loss prevention.
- Guarantee a clean and organized fulfillment area.
- Proactively identify and seek professional development opportunities to improve leadership and technical skills pertaining to the direct line of work.

#### Human Resources Assistant

2019 - 2021

#### Majid Al Futtaim Hypermarkets L.L.C. | Corporate Head Office, Dubai

- Assist with day-to-day operations of the HR functions and duties.
- Provide clerical and administrative support to Payroll & Admin team.
- Respond to internal and external HR-related inquiries or requests and provide assistance.
- Updating employee and dependents details in HR Systems (Persis, HCMS & SAP).
- Deal with employee requests regarding company letters (Salary Certificate, NOC, etc.).
- Contribute to the efficient delivery of HR Admin services to employees.
- Assist with onboarding by processing new employees' medical insurance.
- Assist with the offboarding by preparing settlement forms and submit to the Finance team, processing the deletion of medical insurance, and providing Employment Certificates for leavers.
- Creating LPO requests and coordinating with Finance Team for validation and approval.
- Redirect HR-related concerns to the appropriate person on the team to support other functions as assigned.



### CONTACT ME

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Al Nahda St., Al Nahda,  
Sharjah, U.A.E.

### EDUCATION

**B.S. in Computer Science**  
**Lyceum of the Philippines, Manila**  
2001 - 2004

**2-Year Course in Computer Science**  
**International Center for Computer Sciences**  
1999 - 2001

### SKILLS

- Communication Skills
- Ability to Work in a Team
- Interpersonal Skills
- Employee Relations
- Conflict Resolution
- Problem-Solving
- Attention to Detail
- Analytical Skills
- Organization Skills
- Office Administration
- HR Operations & Policies
- Microsoft Office
- Microsoft Outlook
- HR Systems (SAP, HRMS, Persis, Business Object)
- File System
- Data Reporting

## NATIONALITY

Filipino

## LANGUAGES

English



Tagalog



## REFERENCES

### Mr. Anil Kumar

Payroll & Admin. Manager (Corp. H.O.)

Majid Al Futtaim Hypermarkets L.L.C.

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✉ Akumar@mafcarrefour.com

### Mr. Ahmad Mulham Omar Shamsa

Fulfillment Associate (UAE H.O.)

Majid Al Futtaim Hypermarkets L.L.C.

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Human Resources Assistant Manager 2017 - 2018

Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Dubai Festival City

Human Resources Assistant Manager 2016 - 2017

Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Ajman City Center

Human Resources Assistant Manager 2016 - 2016

Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Shindagha City Center

- Support recruitment requisitions and coordinate with the Head Office to fulfill recruitment requirements.
- Communicate internal transfers between stores and aid logistical requirements.
- Participate in the onboarding and induction process for all employees.
- Address employee concerns: investigate grievances and take necessary action to manage employee relations.
- Contribute to the efficient delivery of HR services to employees, in cooperation with the Head Office.
- Aid in the implementation of policies and procedures regarding hygiene, safety, and security, for accommodation facilities, in order to maintain adherence to organizational requirements.
- Manage compliance of transportation vendors to agreed terms in line with established guidelines.
- Manage employee uniforms and attendance in the stores and ensure proper related documentation.
- Assist in coordinating training programs with internal stakeholders and other training providers to ensure employee talent development.
- Proactively identify and seek professional development opportunities to improve leadership and technical skills pertaining to the direct line of work.
- Apply and follow MAF Retail's Human Resources corporate policies and relevant procedures and instructions.
- Provide training and feedback to direct reporters when required.
- Ensure alignment of procedures in accordance with the Delegation of Authority (DOA).
- Assist in monitoring the allocated budget to ensure compliance and highlight possible issues.
- Provide inputs on the preparation of the budget, and when necessary, provide inputs on cost reduction measures.

Human Resources Coordinator 2016 - 2016

Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Shindagha City Center

Human Resources Coordinator 2015 - 2016

Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Mirdiff City Center

Human Resources Coordinator 2012 - 2015

Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Al Saqr, Abu Dhabi

Cashier 2009 - 2012

Majid Al Futtaim Hypermarkets L.L.C. | Carrefour-Al Saqr, Abu Dhabi

Administrative Assistant 2004 - 2009

Philippine Overseas Employment Administration | Mandaluyong City, Philippines