

JULIE JESALVA

TALENT ACQUISITION SPECIALIST

CONTACT

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📍 Dasmarinas, Cavite 4114 Philippines

SKILLS

Attention to detail

Organized

Time management

Multi-Tasker

EDUCATION

Bachelors in Customs Administration

Southern Luzon College

2011-2015

PROFILE

Highly skilled professional with a solid background in customer service and recruitment administration. Possessing 5 years of experience as a Customer Service Representative and 2 years of work experience as a Talent Acquisition Specialist. Demonstrated expertise in delivering exceptional customer experiences, resolving inquiries and issues, and ensuring client satisfaction. Proven ability to manage multiple priorities, handle high call volumes, and meet or exceed performance targets. Adept at building rapport with customers and candidates, effectively communicating information, and providing support throughout the customer or candidate journey. Excellent organizational and problem-solving skills, with a strong attention to detail. Thrives in fast-paced environments and works well under pressure. Seeking to leverage comprehensive experience to contribute to the success of a dynamic organization in a customer service or recruitment role.

WORK EXPERIENCE

Talent Acquisition Specialist

Unifirst (PSG Global Solutions.Corp)

08-2022-present

- Evaluate and choose suitable candidates using an Applicant Tracking System (ATS).
- Arrange and conduct initial phone interviews with eligible candidates.
- Provide candidates with an overview and clarification of the job requirements.
- Reach out to potential candidates and guide them through the application process.
- Present well-qualified candidates to the client for consideration.
- Maintain communication with candidates, including coordinating in-person interviews with the hiring manager.
- Contact candidates who successfully clear the interview stage and extend a job offer to them.
- Support candidates in completing onboarding tasks.
- Collaborate with clients to understand their staffing needs, job requirements, and company culture to ensure a seamless recruitment process.
- Utilize various sourcing methods (job boards, social media, networking, etc.) to build a robust candidate pipeline for open positions.
- Build and maintain strong relationships with candidates to ensure a positive candidate experience throughout the hiring process..
- Build and maintain strong relationships with candidates to ensure a positive candidate experience throughout the hiring process.
- Stay updated on industry trends and best practices, and proactively identify opportunities for process improvement.

Talent Acquisition Specialist

08-/2021-08/2022

Health Carousel (PSG Global Solutions.Corp)

- Conduct initial candidate screenings, interviews, and assessments to evaluate qualifications, skills, and cultural fit.
- Generated leads from clients' databases.
- Sent email campaigns to potential candidates.
- Updated candidates' profiles with information about their preferred jobs
- Coordinated calendar management tasks such as scheduling and confirming meetings with nurse recruiters.
- Cleaned and updated the database.
- Redirected rejected candidates to alternative facilities.
- Found, extracted, and recommended job orders to nurse recruiters.
- Parsed leads to an applicant tracking system.

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WORK EXPERIENCE

Customer Service Experience

Concentrix/Convergys (Dish)

07/2016-07/2021

- Answered incoming calls from customers.
- Handled customer inquiries and requests.
- Identified issues, analyzed information, and provided solutions.
- Ensured customers' requests were handled in an appropriate and timely manner.
- Provided excellent service in a friendly and confident manner.
- Created, organized, and maintained accurate files.
- Accomplishments: Promoted to the position of Subject
- Understood curriculum facilitation, methodology, and classroom delivery strategies.
- Used effective presentation skills and creative training techniques.
- Mentored trainees and identified strengths and weaknesses for improvement.
- Provided subject matter expertise during calls and facilitated role-play evaluations.

Customer Service Representative

Expedia (Teleperformance)

02/2016-05/2016

- Worked closely with clients to understand their travel needs and desires.
 - Coordinated international and domestic travel accommodations for customers.
 - Booked airfare, hotels, and rental cars.
 - Assisted customers with travel reservations, cancellations, and ticketing.
 - Offered the best deals and well-researched travel options.
 - Handled credit and debit card payments with professionalism and discretion.
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