

# KAREN GRACE CORONEL

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## PROFESSIONAL SUMMARY

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I am passionate about creating positive workplaces through data-driven HR solutions and teamwork. I enjoy turning insights into practical steps that support people, culture, and business growth. Eager to keep learning, I am excited to contribute to HR projects that make a real difference for employees and organizations.

## KEY SKILLS

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- HR data analysis and reporting (Excel, Power BI, SQL)
- HRIS and workforce management (Oracle eHR, IBM Cognos, Avaya CMS)
- Process improvement and project management
- Employee relations and support
- Communication and stakeholder engagement
- HSE practices: public health, food safety, sanitation
- Report automation and accurate record keeping

## PROFESSIONAL EXPERIENCE

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### Human Resource Administrator, deVere Acuma | Dubai, UAE

Oct 2024 - Present

- Manage HR and office data systems, documentation, and reporting to ensure smooth processes and reliable information flow.
- Coordinate employee support activities (visa processing, medical insurance, internal communications) to keep teams informed and supported.
- Assist with permits, salary certificates, contract preparation, and petty cash management to streamline HR operations.
- Lead projects on accurate record keeping, report automation, and process flow improvements in HR.

### Sustainability & Logistics Analyst, Lakbay PH (Startup) | Manila, Philippines

Jan 2023 - Jun 2024

- Managed operational data and streamlined booking systems, working with local communities and international partners to deliver seamless, eco-friendly travel experiences.
- Improved travel logistics and helped develop health and safety protocols, supporting both traveler well-being and environmental sustainability.

### F&B Operations Excellence Controller, Royal Caribbean Group | Miami, USA

Sep 2018 - Dec 2022

- Led food and beverage waste reduction initiatives, using data analysis and targeted strategies to cut food waste and minimize environmental impact.
- Developed and enforced HSE compliance plans, conducting regular inspections and generating detailed KPI reports to drive continuous improvement and support sustainability goals.
- Applied data analytics to optimize processes, reduce costs, and advance operational and ESG objectives through team feedback and ongoing performance monitoring.

### Culinary Operations, Shangri-La Hotels and Resorts | Boracay/Manila, Philippines

May 2017 - Sep 2018

- Managed culinary operations, focusing on menu development, quality control, and team management.
- Ensured compliance with food safety and sanitation standards, enhancing guest satisfaction.

### Reports Specialist, IBM | Manila, Philippines

Oct 2012 - Dec 2014

- Generated comprehensive workforce reports and analyzed HR data to support strategic decision-making.
- Delivered key performance metrics, SLAs, and account reports while collaborating with HR teams and stakeholders to ensure alignment with organizational goals.
- Designed user-friendly dashboards and metrics for business decisions, created efficient data management tools, and developed monitoring templates that improved daily operations and overall efficiency.

## CERTIFICATIONS

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- PMP (Project Management Professional, PMI) - In Progress
- Environmental Public Health / EPHOC - Ongoing
- NEBOSH International General Certificate (Occupational Health and Safety)
- HACCP Food Safety Training (EHA)
- Data Analytics (ESKWELABS)
- Google Project Management
- Six Sigma Yellow Belt (IBM)
- QIControl Win on Waste, GSNL; Getting Started as a New Leader, ALPS; Accelerating Leadership Performance Series (Royal Caribbean Group)

## **EDUCATION**

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### **Bachelor of Science in Industrial Engineering**

Polytechnic University of the Philippines

- Scholarship Recipient and Honor Society Member

### **Diploma in Professional Culinary and Pastry Arts with Restaurant Operation Program**

Center for Asian Culinary Studies

- Academic Excellence Award Recipient

## **ADDITIONAL INFORMATION**

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### **Languages**

English (Fluent), Tagalog (Native), Mandarin (Elementary, ongoing studies)

### **Awards**

Employee of the Month, Royal Caribbean Group (Jun 2022)

Smile of the Month, Royal Caribbean Group (Dec 2018)

### **Internships**

IBM (Quality Management), Toyota (KAIZEN), Emerson (Quality Assurance)

### **References**

Available upon request