



# NIÑA CHERNEL

[VIDEO INTERVIEW](#)

## WORK EXPERIENCE

### PROJECT MANAGER

Advanced Renewable Concepts | May 2023 – Jul 2025 (2 years, 2 months)

- Planned, organized, and oversaw projects from onboarding to closing; set goals, managed timelines and budgets, assigned tasks, coordinated stakeholders, and resolved issues to ensure successful project completion.

### HR STAFF – EMPLOYEE RELATIONS

GreatEnglish Corporation | Jul 2022 – Jul 2023 (1 year)

- Handled employee concerns, resolved conflicts, ensured policy and labor law compliance, managed payroll for 1,000+ employees, and conducted interviews to maintain a positive and compliant workplace.

### CUSTOMER SUPPORT ASSOCIATE I

Convergys Philippines Inc. | Apr 2018 – Jun 2018 (2 months)

- Assisted customers via phone, email, and chat; resolved inquiries and issues about products/services while ensuring positive customer experiences.

## SKILLS/AREAS OF EXPERTISE

- Project Management (Onboarding to Closing)
- Client Onboarding & Coordination
- Task & Timeline Management
- Risk Management & Issue Resolution
- Team Leadership & Cross-Functional Coordination
- HR Support (Employee Relations, Conflict Resolution, Policy Compliance)
- Payroll Assistance
- Customer Service (Phone, Email, Chat Support)
- Administrative & Documentation Support

## TECHNOLOGY

- Salesforce
- Monday.com
- Microsoft Office 365
- Google Workspace (Docs, Sheets, Slides, Gmail, Calendar, Drive, Meet)
- Communication & Collaboration Tools (Email, Chat Platforms, Video Conferencing)

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