

ZEN PATRIARCA

HR Operations & Talent Acquisition

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Strategic HR leader with 15 years of experience in talent acquisition and people operations across global, remote first organizations. Strong track record in scaling teams, improving hiring efficiency, and aligning HR strategies with business growth. Focused on building structured, compliant, and high performing teams.

WORK EXPERIENCE

► HR Operations & Talent Acquisition Manager | Chargeflow, Inc. April 2025 – Present

- Led end to end HR operations for 80+ Philippines based team members in a remote environment
- Owned full cycle hiring across multiple teams, ensuring alignment with rapid business growth
- Managed employee relations, performance reviews, and corrective actions to maintain high performance standards
- Oversaw compensation processes including incentives, salary adjustments, and payroll coordination
- Designed engagement initiatives to improve retention and team alignment

► Talent Acquisition Lead | 55 KNOTS Oct 2023 – Mar 2025

- Managed end to end recruitment for global remote roles across creative and technical functions
- Built strong candidate pipelines using data driven sourcing strategies
- Improved hiring speed and quality by optimizing recruitment funnel performance
- Collaborated with leadership to align hiring priorities with business expansion

► Talent Partner | Bluestone Servicing Jan 2018 – Oct 2023

- Led high volume recruitment across multiple business units supporting long term growth
- Implemented and optimized ATS improving efficiency and audit readiness
- Standardized hiring processes and interview frameworks to improve consistency and quality
- Partnered with executives on workforce planning and succession strategies
- Ensured full compliance with hiring regulations and internal policies

► HR Specialist | JPMorgan Chase & Co. Maar 2010 - Dec 2017

- Managed high volume recruitment and supported multiple business units
- Built talent pipelines reducing time to fill for critical roles
- Delivered onboarding and performance management programs to improve retention
- Supported employee relations and engagement initiatives to strengthen culture

EDUCATION

Bachelor of Science in Business Administration, Business Management 2021 – 2025

San Sebastian College - Recoletos de Manila