

Seeja Nanoo

CIMA | CELTA | ICF ASSOCIATE COACH | HRDF

Human Resources Professional

Career Summary

I have 15 years of experience in Human Resource (HR) Management. I have worked in both **consulting and corporate roles gaining broad industry exposure, i.e., energy, media & communication, financial services, manufacturing, property development, waste management, technology, and Government Linked Companies (GLC).**

My primary experience is in compensation and benefits. I have undertaken several grading and salary structures projects, at least 8 projects. I am well versed with job evaluation methodologies, i.e., Mercer IPE and Towers Watson GGS. I also have substantial experience performing job analysis/ design and conducting HR reviews & HR data analyses. In the last 2 years, I have also become increasingly involved in some of the talent management modules, i.e., conducting BEIs, assessments and coaching.

My last corporate position was Senior Manager, Compensation & Benefits where my role was to manage this function for the organisation including performance management. On a side note, I also conduct Business English training for corporate employees. I am HRDF certified. I train for the love of teaching and helping others to achieve excellence.

I am also a certified coach (ICF) and am currently actively coaching.

The following is a summary of my work experience.

From 2015 to date: Joined **Ingenium, a network of HR consultants**, working closely with the Management levels to facilitate effective HR solutions for companies. Successful projects undertaken were development & implementation of grading and salary structures, salary analyses, development of core competency framework, organisation restructure, job analysis/ design, BEIs, talent assessments, facilitation of a graduate development program, coaching, HR reviews including data analyses, and HR advisory.

From 2013 to date: Embarked into **Business English training** to corporate employees. To date, have held several training programs in Business English for junior and mid-level employees.

From 2011 – 2013: Joined **Malakoff Corporation Bhd as Senior Manager, Compensation & Benefits** to manage compensations & benefits for the company. Being the next in line to the HR Head, was involved in all other areas of HR and Administration for the organisation.

From 2006 to 2008: Joined **Astro All Asia Networks Plc as Organizational Development (OD) Manager**. Undertook capability studies, organisation structure and job design, training and development, and business planning exercises.

From 2002 – 2006: Joined **Watson Wyatt Sdn Bhd as HR Consultant**. Built technical know-how in grading and compensation structures, performance management systems, competencies, eHR, job design, talent management, employee opinion studies, HR strategy and organisation reviews.

From 1997 – 2002: Joined **Coopers & Lybrand Sdn Bhd (PricewaterhouseCoopers Sdn Bhd) as Consultant in Financial Advisory Services**. Undertook assignments in receiverships &

liquidations, and financial monitoring. In 1999, moved to its Management Consulting arm and undertook assignments in business improvement and change management projects.

Employment Details

Ingenium

November 2015 – To date

Consultant

Responsibilities: Ingenium is a network of HR consultants, set up with the objective to provide effective HR solutions to enterprises.

Key Experience & Achievements (for SMEs with employee size of 100 to 1000+):

- **Grading Structures and Salary Analyses:** Conducted job evaluations, established new grading structures & grade definitions and facilitated job matching. Performed salary analyses, established market position, and developed relevant salary structure for organisation.
- **Organisation Structure:** Facilitated discussions on micro-organisation structure (C-2 & below) with Heads of Department and Managers to establish and develop functional roles for each department (Group of companies)
- **Job Analysis/ Design:** Facilitated job analysis discussions with job holder and reporting head, and developed detailed job analysis documentation & job profiles for all positions
- **Organisation Review and HR Analyses:** Reviewed organisation and HR policies and practices, performed HR analyses, established areas for change and improvement, and provided recommendations to Management
- **Competency Framework:** Developed core competency framework: identified and defined competencies, and developed behavioural indicators for organisation
- **Talent Management:** Facilitated graduate management program. Conducted talent assessments & BEIs for Top Talent pool (Management level)

Malakoff Corporation Bhd

June 2011 - January 2013

Senior Manager, HR

Responsibilities: To lead and implement the compensation & benefits and performance management programs for the company, and to assist the HR Head in all areas of HR and Administration.

Key Experience & Achievements:

- **Compensation and Benefits (C&B):** Reviewed salaries and benefits across the company for internal and external equity; proposed and executed adjustments, increments and bonuses including preparation and presentation of board papers to support recommendations.
- **Performance Management:** Lead performance reviews for the company: promotion nominations, discussion with Senior Management, and preparation and presentation of board papers for key roles. Facilitated development of yearly Divisional KPIs using the Balanced Scorecard Methodology with Senior Management

Astro All Asia Networks Plc

December 2006 – August 2008

Organizational Development Manager

Responsibilities: To support the OD Head, developing and implementing organizational development solutions for each division and a macro solution for Astro as a whole.

Key Experience & Achievements:

- **Organization Capability Studies:** Developed employee studies for selected Divisions.
- **Organization Structure and Job Design:** Worked with OD Head to develop revised organization structure and job profiles for selected Divisions in line with business plan of Astro.
- **Training and Development:** Supervised Training Executive on training needs for selected Divisions.
- **Organizational Business Plan:** Involved in the yearly business plan (two cycles) workshops, and development of HR strategy for Astro

Watson Wyatt Consulting Sdn Bhd (WW)

June 2002 – May 2006

Consultant

Responsibilities: To undertake HR projects for companies in Malaysia and Asia. Work comprised developing solutions independently or working with subject matter experts where required.

Key Experience & Achievements:

- **Compensation Structures:** Conducted job evaluations and provided input for establishing grading & salary structures. Conducted benefits reviews.
- **Performance Management Systems:** Identified relevant performance indicators. Established relevant policies, forms and documentation to facilitate an effective performance management system.
- **Technical Competencies:** Worked with subject matter experts to facilitate discussions and develop technical competencies for jobs.
- **eHR:** Reviewed existing HR processes and assisted to facilitate process requirements/ changes to support transition to online processes with client and conducted working sessions with client team to establish requirements.
- **Job design:** Facilitated discussion and developed job descriptions for layers within organizations including technical specifications.
- **Talent Management:** Part of the working team to interview and assess potential candidates for Management positions of a newly merged insurance group.
- **Employee Opinion Studies:** Country champion for regional study covering 11 countries in Asia-Pac. Enlisted 67 companies for survey in Malaysia. Work encompassed enlisting companies, administration of survey, reporting findings of survey and presentation to Management of participating companies.
- **HR Strategy and Organization Reviews:** Undertook organizational reviews from HR perspective including interviewing Management to establish current practices, gaps and recommendations.
- **Communications:** Developed communications strategies and plans for project requirements including developing policy manuals.

PricewaterhouseCoopers Sdn Bhd (PwC)

October 1997 – May 2002

Consultant

Responsibilities: Started in **Financial Advisory Services** to assist in receiverships, liquidations, financial monitoring and restructuring engagements. Later, joined the **Business Process Improvement (BPI) and Change Management** services to provide process solutions and change management support to client companies.

Education & Certification

2021	Academy of Innovative HR (On-going)
2016	Certificate in HRDF Train-the-Trainer
2015	Associate Coaching Certificate (Accredited by International Coaching Federation (ICF))
2013	Certificate in English Language Teaching Adults (CELTA from British Council)
1997	Chartered Institute of Management Accountants (CIMA)

Key Clients

- BE International (MLM)
- Bank Pembangunan (Banking)
- Bank Islam (Banking)
- SME Bank (Banking)
- IOI Group (Conglomerate)
- MaGIC (GLC)
- UEM Sunrise (Construction & Property Development)
- Silverlake Group (Financial Technology)
- Cenviro Group (Renewable Energy)
- PrimaBaguz Group (Food Manufacturing)
- MMC Group (Conglomerate)
- Maybank Group (Financial services)
- RHB Group (Financial services)
- MIDF Group (Financial services)
- iPerintis (IT Shared Services arm of Petronas)
- International Enterprise Singapore (GLC)
- EON Group (Financial services)
- Berjaya Group (Conglomerate)

- Malaysian International Shipping Corporation (GLC)
- Malaysian Development Corporation (GLC)
- Malaysian Government Procurement Division (Government)
- Lion Group (Conglomerate)
- Shah's Village Motel (Hospitality)
- Pahang Cement (Construction)
- Unijaya Holdings (Construction)