

LIEW HUEI SHIEN



CAREER OBJECTIVE

Seeking a challenging position in the area of human resource management with a regional or multinational company.

EMPLOYMENT / EXPERIENCE

Year : Jan 2020 – Current
Company : Scania (Malaysia) Sdn Bhd
Position : People Business Partner (Formerly known as HR Business Partner)

- Business partner for Dealer Support Centre / Business Enablers in Commercial Operations, Scania Credit (Malaysia) Sdn Bhd and Regional Product Centre (more than 100 employees)
- To be the strategic partner with the business units and serves as a consultant to line managers on Human Resources related issues
- Being hands-on in HR Operations for the area of Payroll, Recruitment, Compensation & Benefits, Workforce Planning etc
- To handle end-to-end recruitment process for the business units
- To handle expatriate management / mobility of the expatriates and work with Tax Consultants on expatriates' tax related matters
- To manage the yearly performance and development cycle for the assigned business units
- To manage and handle disciplinary cases in Industrial Relations Office
- To develop and support managers in their leadership and management including coach and guide managers, support managers in dealing with conflicts and support managers in change management
- To prepare and follow up of Budget for the department
- To facilitate and drive the engagement activities together with the Business Units
- To work closely with the Business Units in managing the Performance Improvement Plan for under-performing staff
- To drive improvement activities for HR related matters and business units
- To oversee and manage the company cars
- Project Manager for 2 projects in 2020 – Introduction of Flex Benefits and automation of HR reports
- Project Manager for 2 projects in 2021 – Employer Branding and Flexibility in Talent Management
- Project Manager for Local Talent Development in 2022
- To carry out any other duties as and when assigned by the Management

Achievements:

- Involved in restructuring exercise in September 2020 and worked closely with Business Units to identify affected employees. Managed outplacement consultants and Psychologist
- Fine-tuning pre-onboarding, onboarding and offboarding processes and prepared HR Induction slides
- Resolved a tax audit issue dated 2018 together with new Tax Consultants

- Organised 2 Phases of Virtual Run in November 2020 (Individuals) and January 2021 (Group) and it became an annual event
- Streamlined the non-Malaysians' benefit in-kind expenses claims process
- Kickstarted the CP22 submission obligations to IRB for all new joiners effective Feb 2021
- Handled the communication plan and process for the renaming of HR department to People & Culture department
- 100% participation for the employees under Dealer Support Centre in Employee Survey Barometer in 2021 and organized employee survey sessions to identify action plans
- Resolved staffing issues with the managers with proposed temporary solutions

Year : Jun 2009 – Dec 2019
Company : CIMB Investment Bank Berhad / CIMB Bank Berhad
Position : Assistant Vice-President, Group HR (Oct 2013 – Dec 2019)
 Manager, Group HR (Apr 2012 – Sep 2013)
 Assistant Manager, Group HR (Jun 2009 – Apr 2012)

Mar 2016 – Dec 2019

- Transferred and appointed as the HR Business Partner for Group Information & Operations Division (GIOD) in charge of more than 800 staff in 2016 – 2017
- In 2017, the Business Unit has restructured and renamed as Group Technology & Operations (GTO) and fully in charge of Technology stream (more than 700 employees)
- To be the strategic partner with the respective departments in GIOD / GT and serves as a consultant to line managers on Human Resources related issues
- To support the recruitment activities and liaise with hiring managers and the Regional Talent Acquisition team to ensure that the vacancies are filled in timely manner with potential right candidate
- To work closely with the Regional OD & Workforce Planning team on the manpower planning and headcount related issues
- To work closely with the Regional Mobility on staff under the Mobility programme
- To coordinate and guide facilitation in implementing annual HR processes (trainings, workforce planning, annual salary review exercise etc)
- To facilitate and manage the yearly performance management cycle with the Regional Rewards & Performance team
- To work closely with the Business Units and Regional Rewards & Performance team in managing the Performance Improvement Plan for under-performing staff
- To work closely with the Regional Talent Management on talent classification and succession planning
- To work closely with the Regional Industrial Relations team on handling employee relations related issues
- To work closely with the Culture team in executing the related Culture projects and drive the culture behaviors in GT
- To facilitate and drive the engagement activities together with the Business Units based on the Employee Engagement Survey done once every 2 years
- To conduct GHR induction briefing sessions for new joiners on 1-to-1 basis for senior management level and all levels with approximately over 150 participants
- To be part of the Project Working Committee for a change management project in GIOD and work closely with the project consultant in providing HR related information (2016 – 2017)
- To be part of the team member for the new Code of Ethics and Code of Conduct project and involved in building the contents into a mobile app
- To carry out any other duties as and when assigned by the Management.

Jun 2014 – Mar 2016

- Appointed as the HR Relationship Manager for the graduate trainees (The Complete Banker™ Programme and CIMB Fusion Programme)

- To be the one focal of contact point for the trainees
- To work together with the Recruitment team in handling the offers to the trainees
- To liaise with the Regional Countries on sending the trainees to Malaysia for training
- To prepare the confirmation paperwork for the trainees
- To work closely with the Career Counselor on monitoring the trainees' performances and on the final placements in the Bank
- To prepare the necessary paperwork upon resignation of a trainee including the bond calculation
- To ensure that the trainees are rotated and allocated to the suitable departments during their first year in the Bank
- To prepare the necessary paperwork and liaise with Regional Mobility in sending the trainees to other countries for Regional Rotation
- To conduct the induction session for the trainees on their first day of work
- To assist the immediate superior in preparing the yearly budget
- To be part of the Committee for the trainees and minutes down the meeting
- To liaise with the partners of CIMB Fusion Programme
- To conduct counselling sessions with the Trainees on quarterly basis

Jun 2009 – May 2014

- To handle the recruitment and selection for CIMB's flagship management trainee programme (The Complete Banker™ Programme and CIMB Fusion Programme)
- To manage the rotations and confirmation of the management trainees
- To handle the recruitment and selection for internship programme
- To update the details of the management trainees and interns in HR Information System
- To build good rapport and manage the relationship with universities and colleges
- To handle and manage the career fairs activities from confirmation of booth, booth designs, arrangement of recruiters etc
- To involve in employer branding activities ie Way Forward with CIMB and Way Forward with CIMB Campus projects
- To assist in preparation of slides for Head, Group Corporate Resources (internal and external slides)
- To liaise with external professional bodies i.e ICAEW, ACCA, CPA Australia
- To prepare monthly HR management committee reports
- To carry out any other duties as and when assigned by the Management.

Achievements:

- Have strong relationships and trust with the stakeholders and business units
- Involved in coordination and arrangement for Way Forward with CIMB project. Way Forward with CIMB is a career guidance seminar targeted at Form 5 and Form 6 students. Managed to arrange seminars in 50 schools within the first month from the joining date in 2009 and complete all schools by September 2009.
- Involved in coordination and arrangement for Way Forward with CIMB Campus project. Way Forward with CIMB Campus is a programme targeted at universities students to help them bridge the gap between theoretical and practical knowledge in the industry.
- Involved in the preparation of slides for Annual Management Summit in 2010 and 2012.
- Led 5 team members to organize the HR Orientation in 2011.
- Involved in coordination for HR Open Day 2011.
- Involved in setting up the first training of Certificate in Finance, Accounting and Business (ICAEW) in CIMB's premises
- Represented CIMB in UK and Australia's Graduan career fair in 2012
- Involved in the planning and execution of CIMB Fusion. Main contact person for 4 out of 6 partners. Handled the drafting of the contracts with Group Legal, marketing collaterals with Group Marketing and Communications, recruitment process with partners and preparation of documentations.

Year : Apr 2008 – Apr 2009
Company : Getronics Solutions (M) Sdn Bhd
Position : Recruitment Specialist

Recruitment / Operations

- To write job advertisements and to decide when and which position should be advertised.
- To liaise with recruitment providers and hiring managers on all recruitment matters.
- To screen thru resumes from recruitment portals and agencies and short list candidates according to specifications before sending to hiring managers.
- To coordinate and interview candidates.
- To negotiate remuneration packages and prepare offer letters for all positions.
- To keep track of staff referral program.
- To conduct orientation program for new hires.
- To arrange the necessities when new hires on board.
- To revise application form, staff requisition form and other related forms / documents and processes from time to time.
- To manage information including database of applications, hiring, tracking costs and records related to recruitment activities.

Training

- To coordinate training registrations and related administrative documentation.
- To prepare documentation to HRDF to get the refund on the trainings submitted.

Strategy / Improvement Plan

- To document / maintain an employee skill set database including professional certification tracking.

Others

- To prepare monthly headcount report for the Finance department, HQ and HR Director.
- To maintain and answer enquiries on web-based HR system.
- To coordinate with ING on the movement of employees.
- To prepare exit documents for employees and conduct exit interview for all resigned staffs.
- To liaise and coordinate working permit application with the Agency.
- To carry out any other duties as and when assigned by the Management.

Achievements:

- Managed to negotiate and standardized lower rates for recruitment agencies.
- Hired 20 staffs for MAS project within a month and with less than 10% from recruitment agencies.
- Reduced the cost of hiring thru recruitment agencies by more than 50%.
- Managed to obtain the refund of over RM70,000 for trainings thru HRDF.
- Managed to save cost on working permit agency thru successful negotiation on half of the previous cost.
- Developed and implemented new orientation program.

Year : Dec 2004 – Mar 2008
Company : Agensi Pekerjaan Professional Advisory Support Sdn Bhd
Position : Recruitment Manager (Mar 2007 – Current)
Senior Recruitment Consultant (Jan 2006 – Feb 2007)
Recruitment Consultant (Dec 2004 – Dec 2006)

- To assist in promoting recruitment and outsource services to potential customers.
- To understand the customer requirements, perform candidates search and match the search to customer requirements.
- To manage the recruitment and outsource services for a list of existing customers by providing high service quality.
- To establish and build good rapport with existing customers.
- To conduct the interview in detail on the phone and/or face-to-face.
- To arrange interviews for the customers after they have shortlisted the candidates and follow up thoroughly.
- To conduct reference checks for the selected candidates.
- To prepare the Letter of Appointment for the selected candidates for temporary or contract placement.
- To assist the Human Resources department in payroll processing by compiling the time sheets from the temporary and contract staffs.
- To assist the Accounts department in preparing the billing for customers and collecting the outstanding payment.
- To conduct the counseling session with disciplinary problem staffs.
- To update recruitment tracker report on a weekly basis.
- To prepare internal sales meeting minutes.
- To carry out any other duties as and when assigned by the Management.

Achievements:

- Growth of contracts business in becoming the main contributor in the Company.
- Built up the contracts business in DiGi Telecommunications Sdn Bhd starting from 0 database to about 100 staffs since 2005.
- The main provider for temporary staffing in HP Call Centre for the campaigns of both Malaysia and Singapore team since 2006.
- Generated annual sales growth in Hewlett-Packard (M) Sdn Bhd of 22% for 2005 and 24% for 2006.

Year : Dec 2003 – Nov 2004
Company : C P (S.E.A.) Group of Companies
Position : HR Executive

- To assist the Director of Human Resources in all functions of HR especially in recruitment, compensation and benefits, employee and industrial relations.
- To review basic HR policies and guidelines for the organization.
- To act as proactively on recruitment matters and work with Department Heads to establish resourcing requirements.
- To liaise with the advertising and recruitment agencies.
- To screen through the resumes and involve in conducting interviews for the Non-Executive level.
- To assist in the preparation of Job Descriptions.
- To handle and coordinate the annual performance management system.
- Administer payroll processing for about 100 staffs and ensure statutory submission timely & accurate.
- Conducting salary and benefits surveys for various departments within the Group.
- Proposed employees welfare activities for Hotel.
- Collation of all necessary documents and issuance of all official letters.

Achievements:

- Completion of Standard Operating Procedure (SOP) for Human Resources Department in a week time with guidance from Director of Human Resources.
- Compilation of Job Descriptions for the whole Group.
- Centralization of payroll functions and personal filing system in Human Resources Department.
- Automated leave administration.

Year : Apr 2003 – Nov 2003
Company : Hewlett-Packard Sales (M) Sdn Bhd, Petaling Jaya.
Position : HR Assistant (contract)

- Responsible for a variety of duties within the human resource function.
- Responsible for general administration and office management.
- Prepares HR forms, answers routine inquiries, maintain position description files, and administers the human resources information systems (GHRMS).
- Responsible to handle all enquiries made by the employees.
- Act as personal assistant, handling all administrative work for Country HR Manager.
- Handles confidential information with maximum discretion.
- Works independently, but refers non-routine problems to the management.
- To assist in areas of Interview and Recruitment.
- To coordinate Training programs and conducts new employee induction.

Year : December 1999-May 2000
Company : Emporium Jaya (Kuala Lipis) Sdn Bhd, Kuala Lipis, Pahang.
Position : Accounts Assistant

- Assist in overall financial reporting.
- Ensure integrity and accuracy of data into the reporting systems.
- Ensure timely management reporting which includes providing analysis of results.
- Calculates payment and issue cheques.
- Handled day to day operation and administration.
- Prepared daily cash reports.
- Timely submission of monthly AR ageing reports and Debtors and Creditors Ledger.
- Work closely with the managers and superiors in clearing documentations.

Year : March 2002-May 2002
Company : Ministry of Human Resources, Putrajaya.
Position : Industrial Trainee

- Exposed to every department in the ministry.
- Handles daily administrative inventory.
- Efficient use of computer in data analysis.

EDUCATION BACKGROUND

- 2000-2003 Bachelor of Science (Human Development) Honours Second Class Upper
University Putra Malaysia, Selangor.
Latest Result: CGPA 3.419 (4.0 Scale)
- 1998-1999 SMK Mahmud, Raub, Pahang
- STPM 5 Principals in General Studies, Computer Studies, Mathematics, Economics and Business Studies.
- 1996-1997 SMK Clifford, Kuala Lipis, Pahang
- SPM Aggregate 12 (Grade 1)
- 1992-1995 SM Chung Hwa, Kuala Lipis, Pahang
- PMR 7As

HONOURS

- Twelfth College's Best Academic Award for Faculty of Human Ecology
- Dean's List (3 consecutive semesters), University Putra Malaysia, Selangor.

TRAINING AND SEMINAR ATTENDED

- CIMB-NTU Accelerated Universal Bankers Programme - CIMB
- Managing Poor Performers & Misconduct at the Workplace - CIMB
- HR Business Talk - Social Media Management in the Office - CIMB
- Personal Leadership: Finding your own energy - CIMB
- Proton HR International Conference 2011 - CIMB
- Khazanah HR Capability Programme Level 1 - CIMB
- Business Enrichment Programme for HR Practitioners - CIMB
- Building A High Performance Culture Through Team Power - CIMB
- "Microsoft Excel 2003 – Intermediate level"
- "Writing A Contract of Employment – Essential Features and Avoid Pitfalls" by MEF
- "Seminar on Talent Acquisition and Development & Asia 2008 Leadership Survey Results" by NBOGroup

PROFILE AND HIGHLIGHTS

- A fast learner and willing to learn.
- Able to work under pressure with minimal supervision.
- Highly motivated and committed.
- Easily adaptable to new / changing environments.
- Professional with good interpersonal skills.
- Team player
- Meet deadlines

SKILLS

Languages and Dialects

- English, Bahasa Melayu - both written and spoken
Cantonese, Mandarin - spoken

Computer Literacy

Microsoft Office especially Word, Excel, Visio, PowerPoint and Access, Internet

References: Available upon request.