



## INTAN NURLIANA AHMAD NASIR

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### PROFILE

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An experienced Human Resource – Reward professional who is able to recommend best fit solutions to optimize organization's pay and benefits programs and drive the desired employee behavior. Fluent in HR – Reward analytics which facilitate close partnering with local HR Director, HR Business Partners, HR Shared Services and Business Unit Heads to advise, develop and implement numerous Reward solutions aiming to increase employee value proposition (EVP) while keeping cost to company in-checked. Quantitatively literate on market pay and benefits data and highly resourceful in providing insights from market trends. Excellent communicator, comfortable to interact with management team and junior members alike. Proactive team player and get along well with team members whilst working efficiently on my own.

### SKILLS SUMMARY

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**Technical** : • Best fit Reward solutions, policies development, process execution, compliance with local regulations to optimize organization's pay and benefits strategy  
• Job evaluation analysis as insights for organization structure  
• External salary and benefits benchmarking against identified peer group as market intelligence for salary structure design, benefits competitiveness, and Total Rewards analysis  
• Designing and implementing Flexible Benefits  
• Reward communication, Total Rewards Statement and Benefits mobile apps for employee engagement  
• Advanced Microsoft Office (Excel, PowerPoint, Word, Outlook)  
• Fast learner to use and manage HR software programs (experienced with Workday)

**Interpersonal** : Solid analytical skill, strong project management, change implementation experience, stakeholder management and business partnering, excellent presentation, demonstrates strong initiative to solve problems, work independently and great team player

**Language** : Excellent command of spoken and written English and Bahasa Malaysia

### PROFESSIONAL EXPERIENCE

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#### Compensation & Benefits Senior Manager – Abbott Malaysia

July 2018 – Present

- Designed and implemented Flexible Benefits program to counter benefits gap from competitors and address employees concerns on benefits. This program is a more cost-effective solution where overall cost is only 1/3 from total cost impact if to fully aligned benefits with competitors. Long term sustainable plan for retention of existing employees and attraction of new hires as it enables employees to choose and use benefits they truly value as per their needs, convenience and life stage.
- Created, designed and implemented Total Rewards Statement to provide comprehensive view of total compensation and value of benefits received as an Abbott employee. This is a tool to demystify Rewards components which have successfully increased employees' engagement, employees value proposition and employer's branding.
- Launched My Benefits mobile application to ease employees with quick and instant access to C&B policies anywhere, anytime at fingertips, hence improved benefit communication to employees in this digital era. Responsible for entire end-to-end project starting with policies write-ups, created eligibility rules to be coded to the mobile app backend framework, participated in UAT and conducted employee's communication with a big bang. My Benefits mobile application has been well received and likened by employees and business heads due to its digital accessibility.

- Analyzed Inpatient claims which shows upward cost trend, driven by spent in high cost private hospitals and high cost treatments for high cost diagnosis illnesses. Implemented some interventions to the insured Inpatient program to bring in controls and address member behaviors, otherwise cost of insured Inpatient renewal will double every 2 years. The interventions worked as loss ratio drop from 123% to 55% and well received by employees.
- Performed Benefits harmonization analysis and integration cost impact for new entities in Malaysia where the parent's company (i.e. St Jude Medical Inc. and Alere Inc.) have been acquired globally by Abbott. Secured approval from Management team to absorb cost and extended favorable benefits to employees in the acquired companies.
- Launched Employee Assistance Program (EAP) per materials received from regional C&B team and worked closely with BHR team to roll out EAP to employees. This global benefit program was well valued by employees as it provides confidential assistance and consultation avenues for employees and immediate family addressing life conflicts during covid-19 pandemic outbreak.
- Performed C&B integration analysis and implemented competitive C&B policies for internal shared services team (i.e. APAC HR Service Center, APAC IT Hub, SEA Finance Service Center and SEA Core Diagnostics Remote Support Care) when these internal organization restructure and relocate from other countries to Abbott Malaysia.
- Transitioned employees to different Performance Bonus plans where the performance indicators are more relevant to employees' job scope and job requirement. The transition was well received by employees as the Performance Bonus plan provide meaningful targets for them to achieve and increased productivity.
- Designed competitive salary structures for Abbott in SEA (i.e. Malaysia, Indonesia, Thailand, Philippines, Australia and New Zealand) in line with global C&B guidelines. Trained and imparted knowledge to new C&B colleagues to support building compensation capabilities within team members.

## **Reward Manager – Unilever Malaysia**

October 2013 – September 2017

- Ensure retention of critical talents in the business by inventing and implementing Reward Roadmap to differentiate their salaries against peers, hence ensuring efficient business spend on the right talents
- Successfully launched new global enhanced maternity leave benefit policy in line with Unilever Global Maternal Wellbeing Standard to reinforce care and support for maternal wellbeing. Initiative was fully supported by local Top Management and created big progressive engagement with female employees
- Applied creative "Zero Based Budgeting" (i.e. a Unilever-way of cost management concept) in medical insured benefits program to increase cost efficiency, which resulted to total premium savings of 20% in year 2016 and 30% in year 2017 without disrupting employees experiences
- Effectively rolled-out new global Unilever Shares scheme which educated employees to make personal long-term financial investment, thus served as a more sustainable employee retention tool. In spite of weakening Ringgit, the Shares scheme was well received with 28% participation take-up rate from total 500 eligible employees, exceeded our initial target of 25%
- Conducted extensive Reward ROI analytics to understand current and future Reward investment in talents for optimum delivery of Unilever Malaysia's business ambitions. Insights showed our Reward structure is strong to sustain talents in a hot market and we practice differentiated pay for key talents to drive performance culture in the organization
- Participated in Union Collective Agreements renewal negotiation with HR Business Partner to embed performance culture within Union members through differentiating reward for performing employees. The initiative was fully received which has enabled members to increase productivity and work achievements in achieving our business goals
- Execute Reward communication to engage employees with better understanding of Total Reward packages and facilitate Line Managers on employee cost using Total Reward System. Excellent feedback received from employees stating higher appreciation of Total Reward entitlements, while Line Managers are enabled to make informed decisions on salary cost and employee global movements
- Collaborated with Medical & Occupational Health (M&OH) Advisor and Sports Club to champion various Wellbeing activities in the area of mental resilience, physical fitness and health awareness campaigns to make Unilever a healthy workplace thus positively affect employees productivity

- Earned SEAA HR Mental & Health Wellbeing Award for significant contribution in orchestrating a structured personal health improvement program for employees with long-term illness, which empower them to better control their current medical condition from worsening and exposing the company with higher medical cost
- Earned Special Cash Award for unrelenting commitment in migrating robust annual pay review data into new system Workday and ensuring smooth business experience for first time usage of a new system and process

### **Senior Analyst, Global Data Services – Towers Watson Malaysia**      October 2010 – July 2013

- Primary lead in conducting annual Total Rewards Survey for 4 industries which are High Technology and Education sectors in Malaysia as well as Oil & Gas and Banking sectors in Brunei
- Technically proficient on job matching for survey alignments and analyzing companies' compensation and benefits provisions to produce market reports for the sectors above
- Possessed wide experiences of different market pay trends and competent to present survey results and insights by leading group clients' presentations or one-to-one meetings
- Engaged in a number of rewards projects focusing on market pay pricing and competitive benchmarking of organization's current salary structure and benefits provisions
- Experienced designing market competitive salary structure that aligned to organization's compensation philosophy and provide impact analysis in adjusting incumbents pay to the new salary structure
- Strong project management skills and adherence to timeline to meet client requirements
- Created and delivered compelling slides presentations and market reports
- Collaborated with team members to develop new ideas and approaches to ensure smooth survey processes and deliverables

## **EDUCATIONAL BACKGROUND**

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### **Bachelor's Degree – BSc (Hons) Actuarial Science**

Graduated July 2010

London School of Economics & Political Science (LSE), London

Subjects studied include Economics, Principle of Finance, Probability, Distribution Theory & Inference, Stochastic and Actuarial Methods in Finance, Regression & Generalized Linear Models (coursework in modelling the salary of 206 baseball pitchers who all played in major north American baseball leagues from 1986 – 1987)

### **Diploma – International Baccalaureate**

Graduated May 2006

MARA College Banting, Selangor

Subjects studied include Business Management, Information Technology in Society, Mathematics, English and Theory of Knowledge