

Suzanne Kathleen Rode

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Citizenship : Malaysian
Date of Birth : 23rd March 1982



PERSONAL OVERVIEW:

I have been shaped by my start-up experiences, and I am known for my "get it done" attitude balanced by purposeful leadership. Having developed excellent interpersonal skills, paying close attention to detail, and having a strong desire to increase productivity, I am ready to embrace change and achieve my goals by advancing standards-based and process-based working practices. It has been my experience that I thrive in a multicultural and collaborative workplace that values the dedication and productivity of its employees. In a dynamic and fluid environment, where a variety of demands and requests come from a variety of key stakeholders, I am flexible and approachable in dealing with ambiguity. In order to be successful, it is essential to build and maintain a strong, trustworthy team that has a strong sense of camaraderie, inclusivity, and diversity.



Assistant Manager
Talent Learning & Development

May 2018 – December 2018

Manager
Talent Management, Talent
Development & Engagement

Jan 2019 - Present

Summary of Responsibilities:

To provide operational and strategic support in design, implementation, and continuous improvement of Training as well as Learning and Development (L&D) strategy, policies and practices to maximize employees' professional growth and career development based on current and future business needs. Plan and manage Talent Development and Engagement function to ensure employees engagement, efficiency, motivation, and retention as well as review and align employee goals and performance with organization's goals in order to achieve to achieve the set objectives

Training & Development

- Align learning & development department with business goals to ensure efficient support.
- Design interactive group training and other training content to ensure effective trainings will be carried out.
- Develop and review appropriate learning methodologies, policies, and procedures on leadership capability development initiatives in line with business goals to fulfil business requirements.
- To design & develop training needs and development for Zuellig Pharma Malaysia employees (content design and curriculum development)
- Implement leadership competency framework and competency assessment.
- Plan and implement organization's learning strategy and programs to ensure business needs are met and aligned.
- Manage and evaluate training effectiveness to achieve continuous improvements within the training and development
- Manage personnel within the learning & development department as well as monitor and maintain the department's budget to ensure the department is aligned with business goals.

E-Learning and Classroom/Virtual Programmes

- Manage the Learning Management System (LMS) and implementation of online learning programs.
- Worked with various stakeholders and vendors in the creation of blended learning paths to meet specific development needs using a combination of E-Learning, micro learning, gamification and virtual/classroom workshops.

Talent Management & Succession Planning

- Analyze, review, recommend and manage the implementation of appropriate leadership capability development programmes and interventions to close the identified leadership competency gaps. Manage and review the Succession Planning Framework and processes.
- Initiate, design and manage the Succession Planning, Talent Review and other activities to strengthen the Leadership bench and readiness for placement to higher positions.

- Implement and manage the development and identified potential successors in the area of leadership competencies.
- Manage and review the identification of critical positions and eligibility criteria, make recommendation for changes where necessary.
- Manage the exercise of identification and evaluation of talents that meet Management's criteria for talent review in Management Development Committee.

Employee Engagement (Using Gallup)

- Leading country-wide communications, developing and managing communication efforts focused on a diverse range of employee engagement activities that fall within the impact areas with key focus action plans, and communicating across the business.
- Develop and maintain strong relationships with internal stakeholders. Responsible to create and implement Country Wide Townhall, department townhall and engagement plan. Work with stakeholders to create a comprehensive and long-term employee engagement strategy.
- Facilitating a state of the team conversation by training and educating the Leadership Team and Managers why engagement matters, understanding the results, leading engaging conversation, creating a culture of accountability and what are the next key action plans to work on.
- Evaluate organizational as well as individual employee development needs to ensure positive engaged workforce

Performance Management

- Develop training materials and communicate the strategic vision, scope, priorities, processes, system and tools of the performance management to stakeholders and employees.
- Design, implementation and management of effective leadership and employee development and talent management initiatives to address performance gaps related to capacity/knowledge among employees.
- Manage all activities related to preparation for Goal Setting, Career Development Plan, Continuous Performance Feedback, Mid-Year, 360 Feedback, and Year End Review.
- Oversee and manages all activities related to the performance management cycle and manages all communication, sensitization and monitoring of the process to ensure its effectiveness and relevance to the business.
- Implement, train, and monitor Performance Management to enable employees to understand Zuellig Pharma's goals and to identify how individual inputs contribute to the achievement of Zuellig's objectives, specifically through performance cycle management.
- Work in liaison with key stakeholders to establish and support the link between strategic business objectives and people's day-to-day actions and tasks by implementing a process for tracking progression from goal setting, mid-year reviews and end of year evaluations to support individual, team and organisational performance
- Prepare and present reports detailing the status of Performance Management to Unit Head so that informed decision may be taken on behalf of HR department.

Achievements

- Global Change Management Lead on SAP Success Factor - Human Resource Information System (HRIS) for 13 countries for:
 - Employee Data
 - Career Development
 - Talent Management & Assessment
 - Development Plan
 - Performance Management
- Conduct Training for all employees and leadership team on HRIS
- Successfully implemented Zuellig Pharma Core Value engagement and awareness
- Drive the engagement for Global and Country wide Employee Engagement Survey and action plans

Kenanga Investment Bank Berhad

Assistant Vice President,
Talent Learning & Development

October 2013 – May 2018

Summary of Responsibilities:

To provide operational and strategic support in design, implementation and continuous improvement of Training as well as Learning and Development (L&D) strategy, policies and practices to maximize employees' professional growth and career development based on current and future business needs.

Roles & Responsibilities

Development and implementation of Talent Development / Learning & Development (TD)

- Conceptualizing, planning and managing the Talent Development Tracker – a tracker on training nominations received and attendance to ensure that learning is maximized.
- Prepare detailed monthly Tracking, Reporting and Presentation for Group Executive Committee (EXCO): Training Statistics & Demographics, Budget Management & Utilization (including STE), Budget Optimization.
- Plan and manage monthly and yearly Talent Development budget and expenses
- Managing, monitoring, reporting and evaluating quarterly training statistical report and individual training report.
- Prepare and manage learning nominations and attendance via Talent Development tracker (EXCEL) which is used to report monthly and yearly statistics.
- Facilitate training programmes, evaluate effectiveness of the training against programme objectives and provide recommendations for enhancement or improvement
- Post Evaluation, Statistical Analyses and Governance of Learning & Development Procedures, Processes and Guidelines
- Administer the related tools for training and other resources including developing and launching courses, training coordination and administration, reporting on training scheduling and utilization, manage training workflow for registration and reminders for workshops, communicate and advertise upcoming programs or training classes
- Manage training hours, learning roadmaps, learning platforms, reports and etc.
- Manage relationships with training providers. Ensure and evaluate the quality of training courses as well as implement improvements
- Work with recognized professional bodies (Asian Banking School, Asian Institute Charter Banker, FIMM, Malaysian Institute of Accountants) and talent organizations to promote talent engagement, talent leadership programmes, and sourcing of suitably qualified talents
- Raising PR and processing Receiving for Training invoices via E-Proc System
- Preparing documents of procedures, processes and guidelines with process flows audit for Bank Negara Malaysia (BNM), Deloitte and EY.
- Conduct monthly Kenanga's Orientation program

Development, implementation and revision of L&D roadmap

- To provide strategic support in designing, implementing and continuous improvement of the Rule of Development including strategies, policies and practices to maximize employees' professional growth and career development based on current and future business needs as well as staff needs
- Conceptualizing, Planning and publishing annual training and learning initiatives to meet functional and organizational needs
- Planning and designing offsite team meetings and teambuilding's for all Kenanga Group Division
- Organizing yearly training events to complete the training cycle of the year to ensure performance gaps are addressed
- Develop and source potential training solutions, training vendors, relevant materials and training programs content creation

Achievements

- Preparing documents of procedures, processes and guidelines with process flows audit for Bank Negara Malaysia (BNM), Deloitte and EY.
- Collaboration with Senior & Middle Management and Training Partners in identifying competency gaps.
- Identify training needs and training gaps in the Company in close cooperation with relevant Section Heads, Head of Departments eg. HR Business Partners, line managers, business leaders) to address gaps in employee skills and knowledge to support business objectives and leadership development
- Successfully scheduled and deployed yearly group- wide training programs for:
Kenanga group staff – 10 sessions
Dealers & Remisiers – 34 sessions (Nation Wide)

- Development of Process and Procedures (P&P), Establishing guidelines and work flow for Talent Learning Development.
- Timely statistical data with no error on program initiatives for Vice President's presentation during Group Executive Committee (EXCO) meetings when required as well as for Group's annual reports when required.
- Work with internal SMEs to develop training materials and training programs while optimizing the group wide approved training budget

COMPETENCIES

Knowledge, behavior, skills, and capabilities

- Proficient in Microsoft Office - Application of Power Point Presentation & Excel – Analytics
- Project management skills, ability to multitask and plan activities timely - Ability to preempt the other stakeholders well ahead to ensure timelines are always in check
- Communication skills (Verbal & Written) - Articulate thoughts and express ideas effectively using oral, written, visual and non-verbal communication skills, as well as listening skills to gain understanding. The ability to deliver information in person, in writing, and in a digital world
- People Management skills - Having the ability to continuously improve team performance and enabling individuals to contribute their full potential to the business

SKILLED APPLIED:

Technical

- MS Office: MS Word 2010 (Adv), MS Excel 2010 (Adv) & MS PowerPoint (2010) Adv,
- E-Procurement System PR & process Receiving of training related invoices.
- Google Applications
- Adobe Acrobat Professional for editing & creating forms

Non-Technical

- Creative Thinking
- Planning and Innovation
- Analytical Skills
- Communication and Interpersonal skills for TNA and successful negotiation with training providers.
- Presentation Skills
- Team Work
- Multi-tasking
- Influence & Impact with management, peers and training vendors



Bayview Beach Resort Penang

Sales Manager
April 2012 – October 2013

Roles & Responsibilities

- Sales & Business Development
- Manage and coordinated sales strategies and plans
- Develop and execute customer centric promotional packages
- Reporting and presentation of sales achievements
- Exploring sales opportunities through market segmentation and corporate tie ups

The Istana
Redefining Refinement



HOTEL ISTANA
KUALA LUMPUR

Hotel Istana Kuala Lumpur

Roles & Responsibilities

- Reporting and presentation of sales achievements
- Organize events for the Secretaries
- Conduct on the Job Training to new team members
- Efficiently manage function space to achieve maximum revenue and profitability
- Marketing & Business Development

Achievements

- Develop and implemented the Istana Hotel Loyalty Programme for 300 Corporate Secretaries

Assistant Director of Event
Services
June 2011 – March 2012

- Successfully organized and coordinated events
eg: Conferences, annual dinner, and royalty events



Pearl International Hotel

Sales Manager
May 2010 - May 2011

Roles & Responsibilities

- Sales & Business Development
- Managed and coordinated sales strategies and plans
- Develop and execute customer centric promotional packages
- Reporting and presentation of sales achievements
- Exploring sales opportunities through market segmentation and corporate tie ups



Sunway Resort Hotel & Spa

Catering & Convention Sales
Executive (CCSE)
February 2007 – July 2010

Roles & Responsibilities

- Reporting and presentation of sales achievements
- Organize events for the Secretaries
- Conduct on the Job Training to new team members
- Efficiently manage function space to achieve maximum revenue and profitability
- Marketing & Business Development

Achievements

- 20th March 2007. Syabas Syarikat Bekalan Air Selangor – Dinner for 250pax.
- 20th July 2007. Town Production – Dinner for 800pax.
- 26th July 2007. Flextronic Technology – Dinner for 2,222pax
- 15th December 2007. Eastern Biotech – Dinner for 800pax
- 19th January 2008. Pfizer (m) Sdn Bhd. – Meeting Conference 300pax

SKILLED APPLIED:

Technical

- MS Office: MS Word 2010 (Adv), MS Excel 2010
- Google Applications
- Delphi - Banquet Event Orders
- Opera System
- Adobe Acrobat Professional for editing & creating forms

Non-Technical

- Planning and Innovation
- Communication and Interpersonal skills
- Presentation Skills
- Team Work
- Multi-tasking
- Customer Focus



Lecka Lecka

Human Resource Executive &
Admin
June 2005 – December 2006

Roles & Responsibilities

- Sourcing for qualified candidates through Internet postings, printed media advertisements, employee referrals, networking, search agencies and others.
- Segregating and shortlisting applicants and candidates according to functions.
- Conduct telephone interviews to identify candidates' professional strengths, accomplishments, motivations and personal career objectives
- Ensuring hiring manager and team members are prepared during the interview process and interviews are conducted efficiently and professionally.
- Managing background check and profiling candidates' suitability.
- Conducting Orientation for new recruits
- Ensuring data are uploaded correctly into the database system.
- Handling contract staffs hiring and payroll system.
- Handling the issuance of invoices from recruitment vendors and agencies.
- Handling new joiners on board which includes preparing offer letters, personal files and conducting reference checks.

- Filing and other administrative functions eg: non-permanent staff invoicing.



American Express Sdn Bhd

Administrator & Customer
Service
November 1999 – December
2002

Roles & Responsibilities

General Office Admin

- Company Hand Book
- Marketing Activity
- Preparing trading items for all the outlets
- Stock Check
- Promotion Programme Organization and Implementation
- Making sure all outlets are open in time followed by closing

EDUCATION & CERTIFICATION

1. Professional Diploma in Human Resource Management
By Malaysian Institute of Human Resource Management
2. Certified Advanced Training & Development Manager by Malaysian Institute of Human Resource Management
3. Certified Train The Trainer
4. Certification Leadership Development & Succession Strategist (LDSS) by Human Capital Institute
5. Certified In Business Statistic – Systematic College
6. Master of Business Administration (Management) by UNITAR International University Malaysia 2021 – 2023 (Pursuing)

LANGUAGE PROFICIENCY

1. Spoken – English and Bahasa Melayu
2. Written –English and Bahasa Melayu

COURSES ATTENDED

1. Organizing Human Resource to lead enterprise change by Asian Institute of Chartered Bankers
2. Certified in How to Effectively Develop a Strategic Training Mission, Training Policy and Strong Training Culture by JT Frank, AMICOL
3. Certified in How to Formulate and Implement a Strategic Training Policy and an Annual Training Plan by JT Frank, AMICOL
4. HR Business Partner by SHRM
5. HR Analytics
6. Managing and Handling Employee Discipline at Workplace by MIHRM