

SOBHA MAHENDRA

Kuala Lumpur, Malaysia

Citizenship - Malaysian

Tel: 01112599131(HP)

Date of Birth: 24/12/1971

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S U M M A R Y

A versatile resourceful and innovative leader with experience in multiple areas in the field of human resource and administration. Proven ability to work with Senior Management team to integrate the Human Resources function with overall operating strategy. Exposure in HR Business Partnering both local and multinational organizations over 10 years. Specializing in on going improvement in existing programs as well as start-ups.

CORE COMPETENCIES/SKILLS

- | | |
|-----------------------------------|---|
| - Talent Management | - Coaching |
| - Industrial & Employee Relations | - Employee Engagement, On boarding |
| - Policies and Processes | - Conflict Management |
| - Compensation & Benefit/Rewards | - Effective Communication at all levels |

EMPLOYMENT EXPERIENCE

Teleperformance

July 2022 - present

Outsourcing Industry

Senior Manager – Human Resources

Setting up the HR Department in the Petaling Jaya office. Started of with less then 80 headcounts and with rapid growth supported over 600 headcounts within 5 months and growing.

1. Business Partnering the leadership team in terms of staff matters, performance issues etc. This includes departments and programs within the organization
2. Setting up the HR Department at current juncture in terms of sections split to HRBP, Admin, Facility/Security and Global Mobility
3. Employee relations matters - PIP, probation reviews, termination etc
4. Preparing processes in line with company policy and audit related
5. Looking into attrition and onboarding of new staff fort he office
6. Facilites and security related matters
7. Administration matters, covid, purchasing of supplies

Rizing Sdn Bhd

April 2021- March 2022

SAP Consultancy

HR Business Partner SEA (Senior Manager)

HR Business Partner to Business Units in South East Asia. Over 100 headcounts and countries include Malaysia, Singapore and Philippines as well as Business Units in Australia. Responsibilites are in all areas of HR and Supporting Recruitment.

8. Supporting the leadership team in terms of staff matters, performance issues etc
9. Heading the Pulse meeting with the leadership team in terms of staff performance
10. Employee relations matters - in PIP, probation reviews, termination etc
11. Briefing and running Performance Management via Success Factor with the BU Heads and Manager
12. Projects – Annual Leave (Open Air to Success Factor EC Time off). APAC- Onboarding Program and Implementation of APAC Probation Review.
13. Providing reports in terms of attrition, staff exit issues etc

Accomplishments

1. Benefits Review for APAC
2. Presenting the Talent and Succession Planning with various businesses
3. Facilitate communication between management and employees i.e guide on problem-solving, grievance etc.
4. Review and implementation of induction.
5. Implementation of Probation Review
6. Working with MDec in term of collaboration on Career Day/ Open day and PDTI.
7. Committee for Culture Champions in APAC
8. Familiar with SAP – Success Factors, EC Time Off

Service Source International Malaysia (BPO) Now is Concentrix April 2017-Nov 2019 Senior HR Manager

Lead for the Human Resources Department for a outsourcing environment based in Malaysia that comprises over 750 Headcounts catering for APJ, EMEA and NALA shifts. Business Partnering leadership teams, departments and programs

1. Responsible for the development and integration of human resource programs to achieve business goals and operational objectives.
2. Plan, develop and administer HR programs for company employees.
3. Consultation for all employees in regards to policies and procedures.
4. Facilitate communication between management and employees i.e guide on problem-solving, grievance etc.
5. Working with L&D in terms of staff development, onboarding etc.
6. Maintain HR procedures that comply with labor regulations.
7. Developing compensation and benefit plans.
8. Review department budget.
9. Maintaining the local employee handbook, in line with global policies. Ensure communication of the handbook to managers and to employees.
10. Responsible for special projects and other key initiatives.
11. Familiar with Workday

Accomplishments: -

- 1) Global wide retrenchment/redundancy – heading the exercise for SSI Malaysia
- 2) Exposure in Managing almost 700 headcount.
- 3) Reviewed and successfully implemented medical program with flexi plan.
- 4) Handling staff related issues.
- 5) Review policies/offer letters

- 6) Language allowance for Asian language speakers and retention planning
- 7) Collapsing of job levels
- 8) Working with L&D on staff training programs
- 9) Employee engagement activities.
- 10) Implementing policies and process
- 11) Introducing Training Bond and Rehiring Bond

Abeam Consulting (Malaysia) Sdn Bhd
SAP Consultancy – HQ in Japan
Manager – HR & Administration

Oct 13 – March 2017

Lead for the Human Resources Department for the Malaysia office that comprises over 200 Headcounts. Business Partnering the respective departments plus the leadership team.

- Policies and Procedures – Revised and updated existing ones to make them more relevant to the requirements of current human capital development
- Employee Handbook – drove the development of the first ABEAM CONSULTING handbook working with various different divisions
- Onboarding Program - Developed and implemented ABEAM CONSULTINGS Onboarding Program for new recruits
- Develop and Implement Travel Policy and Travel Insurance for staff
- Expatriate Staff Management namely sourcing of staff through international partners, obtaining work permits and arranging other requirements such as Accommodation etc
- Manage and work with team members on HR Administration roles as such Payroll Administration, Employee Self Service Software, E Leave etc
- Coordinate salary increment, annual bonus and promotion exercise with the relevant heads of departments
- Handling of grievances and disciplinary cases referred by line managers
- HR Initiatives to motivate and maintain staff such as Health Talk in view of World Health Day 2014 & 2015, World Environment Day 2014 & 2015, Pru Lady Insurance Talk for Standard Chartered Account Holders. Negotiation of Agreement contracts, MSA (Master Service Agreement), Tenancy Agreement for Accommodation, Tenancy Agreement for Office etc.
- CSR Programs:- Old Folks Home 2014, East Coast Relief 2015, Spastik Children 2015
- Working with IT Department on setting up ABeam Malaysia Portal which would include all aspects of HR for easy reference of the employee

Logicalis Asia Pacific MSC Sdn Bhd
HQ in Australia
Manager – HR & Administration

Nov 12 – Oct 13

Lead for the Human Resources Department for the Malaysia office that comprises over 100 Headcounts. Business Partnering Finance and Support teams

- Develop and implement HR policies, procedures, manpower planning, recruitment and selection. Recruitment for Service Desk Agents, Network Engineers, Assoc Contract Support Services, Assoc Billing, Specialist Contract Support Services, Technical Writer
- Ensure all policies are well communicated and understood by employees
- Prepare job advertisements, web postings, and specifications for external recruitment

- agencies; to pre-screen, shortlist and conduct interview to source for suitable candidate
- Payroll administration.
- Co-ordinate salary increment, annual bonus and promotion exercise.
- Handling grievances and disciplinary cases
- Conduct exit interviews to identify reasons for employee termination
- Organizing internal staff activities, birthday parties, team building, orientation, Finance Day, Annual Dinner.
- HR Initiatives eg Earth Day, Office Cubicle Decoration Contest, Preparing Monthly Newsletter for HQ(Australia) on Wellness Topics (this newsletter is circulated in offices in Australia and Malaysia).
- Negotiation and finalizing administrative contracts:- Rental, Background Search, Accommodation for Expats etc

Reason for leaving a better offer.

Avira Sdn Bhd
HQ based in Germany
HR & Administration Manager

July 11 – Aug 12

Lead for the Human Resources Department for the Malaysia office that comprises over 30 Headcounts.

- Develop and implement HR policies, procedures, manpower planning, recruitment and selection.
- Ensure all policies are well communicated and understood by employees
- Prepare job advertisements, web postings, and specifications for external recruitment agencies; to pre-screen, shortlist and conduct interview to source for suitable candidate
- Responsible for putting in place a new compensation and benefits for staff; staff appraisal systems, training needs & development needs of staff.
- Payroll administration.
- Co-ordinate salary increment, annual bonus and promotion exercise.
- Handling grievances and disciplinary cases
- Conduct exit interviews to identify reasons for employee termination
- Organizing internal staff activities, birthday parties, team building, orientation
- Contact person, working with Agencies and MDec in processing Work Permits for Expatriates
- Support for all compensation and benefits administration of the company which includes monthly payroll processing, increment, bonus, annual leave, medical claims, insurance, SOCSO etc
- Ensure the C&B related policies and procedures are adhered to.

Reason for leaving: Financial and restructuring problems in the company

Novartis Corporation (M) Sdn Bhd – (Contract for 1 year)

Oct 10 –June 11

A Fortune 500 multinational Pharmaceutical company

HR Manager (HRBP)

- Business Partnering Business Units in regards to HR matters. Proactively build and establish strong relationship with client group as well as the extended HR community to understand their needs and requirement.

- Support and recruit workforce in alignment with the client's Business plan.
- Recruitment activities, including job advertisements, resume screening, interviews and carry out job matching between candidates and requirements
- Recruitment for SAP positions i.e. SAP FICO, SAP Manufacturing, and SAP Procurement etc.
- Recruitment for Pharma positions i.e. Area Sales Manager, Product Manager, Product Specialist, and Medical Liaison Officer Etc.
- New staff on boarding and all admin matter for the Business Units
- Processing for International Assignee(expats) - paper work for Work Permit as well as Settling In assistance for expats
- Implementing HR policies & procedures as well as monitoring the effectiveness of these programs.
- Performance Management - working with functional leaders to ensure that performance reviews are done in a timely manner.
- Support cultural change and foster diversity and inclusion within the Unit.

CL COMPUTERS (M) SDN BHD (staff headcount 115)

Sept 06 - Sept 08

HQ – HongKong

HR & Admin Manager

Accomplishment

1. Developed Employee Handbook which covers company policies and benefits
2. Developed various application forms for the employees including annual leave applications , replacement leave , headcount forms , exit interview etc
3. Introduced 'Get to know your staff' session where HR meets employers on a one to one session to discuss how HR can support them , identify areas of improvement for the company and update their records
4. Streamlined the recruitment , performance management and exit interview for the company
5. Streamlined medical claims, unpaid leaves , maternity leave etc
6. Introduced consolidated payroll process where all claims , commission, allowance and salary are reflected in their salary slips
7. Exercised retrenchment with one business unit.
8. Negotiated tenancy renewal for 3 years with 7 landlords
9. Deputy President of the company's Sports Club for the year 2007
10. Organized family day, company trips, staff birthdays and forthcoming company annual dinner.

Reason for leaving: - Prematurely delivered my twin boys who needed care.

Hewlett Packard (M) Sdn Bhd (3 months contract)

July 06- Aug 06

HP is a technology solutions provider to consumers, businesses and institutions

Staffing Specialist

OCBC Bank (Malaysia) Berhad (3 months contract)

Mar 06 – June 06

A Singapore based leading financial institution.

Assistant Manager - Staff recruitment for Technology Division

Silver Ridge Sdn. Bhd (75 headcount)**July 02 - Mar 05**

A local telecommunication contractor for Motorola, Maxis and Telekom

Senior HR Executive (sole HR personnel)

Reason for leaving: My first pregnancy after 6 years and was advised to have a bed rest.

Teleglobe International Corporation**Jun 00 – Jun 02**

US-Canada based company involved in providing lease lines to Tier 1 telecommunication companies in Malaysia

Office Manager cum Personal Assistant to Country Manager

Hay Management Consultants August**April 1998 - May 00**

An US based consultant firm that conducts survey on human resources market

Administrator reporting to the Regional Processing Manager

Binariang Sdn. Bhd.**Dec 1996- Mar 1998**

Telecommunication Company providing mobile, ISP and corporate services

Project Administrator

COURSES

- Human Resources Management and You - MIM Education Sdn Bhd
- Effective Payroll Administration - The Exporters Club
- HRM for Executives: Malaysia Institute of Human Resources Management

EDUCATION**UNIVERSITY OF LINCOLNSHIRE AND HUMBERSIDE-School of Business 2001**

Bachelor of Business Administration

SWANSEA INTITUTE OF HIGHER EDUCATION 1997

(INCONJUCTION WITH UNIVERISTY OF WALES)

Advanced Diploma in Business Management

STAMFORD COLLEGE 1996

Diploma in Executive Secretary ship

INSTITUTE OF ADMINISTRATIVE MANAGEMENT U.K. 1995

Certificate in Administrative Management

REFERENCES

Upon Request.