

# Charlotte Lee Jia Xin

## Rewards Analyst

*Experienced Human Resources Rewards Analyst with a demonstrated history of working in the high tech, aviation and FMCG industry.*

### Contact



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[LinkedIn Profile](#)

## Working Experiences

### **British American Tobacco (BAT)** **Rewards Analyst | March 2020-Present**

Job Scope: Supporting Global Rewards CoE function for 15 countries across Asia Pacific & Middle East, on top of any global rewards projects

- Serves as an internal consultant role to support the business stakeholders in the provision of, reporting, data, analysis and solutions
- Review and develop Annual Pay Ranges, Merit Matrices and Short Term Incentives according to country/business needs while aligning towards global guidelines
- Conduct research and data analysis on ad-hoc Rewards related items (i.e rewards study on retention, benefits review etc) as well as provide analysis and solutions on the same
- Project – Standardization and simplification of reward templates
  - Consolidate and streamline the Total Employment Cost (TEC) template into a global view that is currently in use for cost estimation annual salary review budgeting
  - Simplify the offline pay ranges/merit matrices for easier input
- Project – Global Site Administrator role for HR Compensation System (MarketPay) Implementation & Data Automation
  - Successful delivery of data migration and validation of approximately 112 countries of employee data into the system
  - Simplify and facilitate the process of data automation between the HR employee data system and MarketPay system which resulted in the reduction of 2 employee's worth of manual effort on the same

# Skills

## Language

English	●●●●●
Bahasa Malaysia	●●●●○
Mandarin (Spoken)	●●●○○
Cantonese (Spoken)	●●●○○

## Microsoft

Excel	●●●●○
Powerpoint	●●●●○
Word	●●●○○
Publisher	●●●○○
PowerBI	●●●○○

## **Ground Team Red (GTR) - JV of AirAsia & SATS Performance and Rewards Specialist | July 2019-March 2020**

Job Scope: All GTR stations in Malaysia

- Establish, review and improve existing Policy, Procedure and Company Handbook
- Develop company's Performance Management Framework that was subsequently implemented
- Review company's Annual Merit, Promotion, and Bonus plans
- Project – HR Employee Resource Portal
  - Conceptualize, design and create the HR Employee Resource Portal (Google Site)
  - Content creation for HR Employee Resource Portal
  - Management of HR Employee Resource Portal
- Project – Data Validation Exercise
  - Conduct company wide data validation exercise to rectify and maintain data integrity of employee data

## **Western Digital Senior HR Total Rewards Analyst | September 2018-June 2019**

## **HR Total Rewards Analyst | March 2015-September 2018**

Job Scope: All sites in Malaysia – KL, Penang, Johor and Sarawak

- Implement company's Annual Merit, Promotion, and Short Term Incentive (STI) Cycle
- Review and develop of annual salary structure
- Manage and assist enquiries as well as problem solving for benefits for employees

# Education History

## 1. Masters of Executive Management

*HELP University*

2012 – 2014

CGPA: 3.54 of 4

Year Graduated: 2015

## 2. Bachelor of Mass Communication (Hons) Media Studies

*HELP University*

2009 - 2012

First Class Honours

Recipient of the President

Award 2012 for

Outstanding Academic

Achievement

Classification CGPA: 3.9 of 4

Year Graduated: 2012

## 3. Foundation in Arts

*HELP University*

2008

CGPA: 5.4 of 7

Year Graduated: 2008

- Content development and management of Total Rewards intranet page for Malaysia
- Review & propose salary adjustment for retention
- Conduct new hire orientation sessions for Total Rewards component
- Project - Implementation of New Medical Provider
  - Communicate & facilitate the replacement of new medical provider
  - Liaise with external agencies to facilitate transition of new insurance partner
- Project – HR System (Workday) Migration
  - Develop testing scenarios & conduct testing on new HR System for Benefit and Leave modules
  - Perform validation exercise for migrated employee data
- Project - Benefits Harmonization
  - Implement & streamline benefit plans across WD, Sandisk & HGST entities
  - Educate stakeholders of the new benefit changes
- Project - Implementation of New Medical Provider
  - Communicate & facilitate the replacement of new medical provider
  - Liaise with external agencies to facilitate transition of new insurance partner

## Additional Experiences

**Event Committee** for  
Outplacement Program  
2019

**HR Committee** for  
Communication of Site  
Manufacturing Closure  
2018

## Certifications

**Analyzing Data with PowerBI**  
*Iverson Associates*

**Excel Skills for Business: Advanced**  
*Macquarie University*

**Problem Solving with Excel**  
*PwC*

**Managing Employee Compensation**  
*University of Minnesota*

**Preparing to Manage Human Resources**  
*University of Minnesota*

## References

**Mr. Vinod Pinto**  
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**Ms. Joanna James**  
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### **HELP University (Faculty of Communication) Administrative Executive | 2013-March 2015**

- Lead the initiative to internally integrate all the Faculty's Clubs and Societies under one roof
- Examine & amend MQA documentations for the Faculty's Undergraduate and Diploma programs
- Manage & organize creative workshops for students
- Content development for the Department's brochure copy
- Provide counsel and guidance in marketing events
- Facilitate and implement orientation for new students

### **HELP University Management Trainee | 2012-2013**

- Rotated under 2 departments - Centre for Workplace Performance and Learning & Centre for Quality Assurance
- Participate & assist the KPI Task Force in the development of KPI for all Academic Departments
- Conduct the Internal Academic Audit 2013 as part of its panel of assessors for Academic Departments
- Present & report the audit findings during discussion and in the report
- Secretariat to the Road Map to Academic Excellence (RMAE) Committee and Task Force, which reviews the policies and procedures of HELP University (HU) in an effort to enhance the programs' quality of teaching and learning.