

PERSONAL PARTICULARS

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- DATE OF BIRTH : 19th June 1989

WORK EXPERIENCES

➤ **WORKDAY HCM ANALYST**

WPP

Industry: Global Advertising

Department: Human Resource

December 2022 (Role is redundant)

- Diagnose and resolve HCM issues raised by the business
- Support data requests and maintenance including rescind, correct and EIBs
- Provide functional expertise and guidance to our People Teams
- Accountable for maintaining up-to-date process documentation
- Safeguard global standards and principles against competing requests and priorities
- Participate in testing activities as required
- Provide creative solutioning for enhancements to our Workday deployment
- Maintain expertise on data standards/functionality/features/capabilities in Workday and technology trends

➤ **ASSISSTANT MANAGER, HR OPERATIONS & ADMIN**

BMW Group Malaysia

Industry: Automotive

Department: Human Resource

December 2021 – November 2022

Data Management:

- Ensuring data integrity is maintained on all fronts in HR including but not limited to personnel data, compensation & benefits information and other key data points that contribute to the HR function in BMW.
- Up to date data input and maintenance of SuccessFactors (HR platform) on a timely basis.
- Drive efforts on maximizing process efficiencies in HR where possible and new ways of working.
- Partnering and collaborating with Senior HRBP to drive the HR Budget processes with line manager and management team

Expat Management:

- Strategize the overall employee experience for Expats inbound & outbound, whilst collaborating with external vendors in ensuring all applications and processes are adhered to in a timely fashion.
- Act as the main liaison for all matters related to Expat management.
- Partnering with vendor to ensure the process is completed without any issue

Payroll Management:

- End to end payroll management for BMW Group Malaysia, joint effort with an outsourced payroll service provider in running monthly payroll processes.
- Collaboration with payroll service provider on the payroll calculation and rectification

Vendor Management:

- Manage and monitor service levels of all HR vendors, ensure payments for services rendered are completed promptly and track contractual end dates of all service agreements (jointly with the Facilities Management team)

➤ **PEOPLE SUPPORT SENIOR SPECIALIST, APAC**

Roche Services (Asia Pacific) Sdn Bhd

Industry: Pharmaceutical

Department: People Support Solution (PSS)

Oct 2021 – Dec 2021

➤ **PEOPLE SUPPORT SPECIALIST, APAC**

July 2020 – Sept 2021

First point of contact (1st Tier) for all HR-related enquiries and services for all Roche people (employees, candidates, contingents, retirees, managers, HR colleagues, etc.) via ServiceNow (SNOW). We work very closely together supporting APAC. We also ensure good employee relations, anticipate our customers' future needs and proactively develop solutions.

As a People Support Specialist, we contribute to the continuous improvement of the HR Support Solutions delivery through analysis of their interactions and collaboration with other HR functions within and outside of HR Support Solutions. We bring a broad understanding across global HR and Learning processes and tools, as well as local and global downstream impacts on payroll, time, benefits, finance, procurement, IT, etc.

- Provide insight, support and explanation on HR system and administrative activities in support of HR business processes (e.g. Attract To Onboard, Redeploy To Retire, Assess To Reward)
- Deliver Service by use of all available channels (Chat, Ticketing System, Phone calls)
- Provide customer service on HR related activities, such as inquiry resolution, request management, and troubleshooting.
- Supports Global HR Centers of Excellence with feedback of business usage of HR processes, pain points and knowledge gaps.
- Participating in project activities as required
- Embed customer care principles into daily activities
- Comply with data privacy rules and regulations

- Ensure consistent and reliable service delivery for customers serviced.
- Implement processes and initiatives to ensure continuous improvement as well as service enhancement.
- Align service delivery and quality with overarching objectives of the global HR Support Solutions organization. Manage service quality expectations and address customer concerns
- Ensure regulatory compliance in line with the countries, customers, and regulations.
- Develop and manage key stakeholder relationships and communications to partner in a proactive and customer outcomes focused way.
- Build relationships with HR colleagues within the HR Support Solutions organization as well as with customers to ensure ongoing service delivery effectiveness.
- Collaborate with peers within region and globally to ensure the HR Support Solutions network provides consistent and effective services to our customers.
- Achieve our HR Support Solutions vision by driving global consistency through collaboration.
- Continuous contribution to the improvement of the performance of the Shared Service Centre
- Reaching high customer satisfaction through consistent, high quality delivery and application of customer care principles (measured by defined stakeholder feedback)
- Provide feedback, coaching and advice for contacts in both HR and the business (measured by defined stakeholder feedback)

➤ **HR OPERATIONS SPECIALIST**

Roche Services (Asia Pacific) Sdn Bhd

Industry: Pharmaceutical

Department: People & Culture (P&C)

February 2018 – June 2020

Manage essential human resource functions such as provide support on HR System and administrative, managing expats, working permits, onboarding, off boarding, managing payroll and overseeing insurance. Also, manage contractors, as well as general administrative duties and procedure.

- Provide insight, support and explanation on HR system and administrative activities in support of HR business processes (e.g. Hire to Retire, Hiring Process)
- Provide customer service on HR related activities, such as inquiry resolution, request management, and troubleshooting Serves as to initiate, review and approve human resources related transactions in Workday such as revise hires, job change, personal data change, and job requisition, manage probation period, process voluntary and involuntary separations, and other movements accurately and in timely manners.
- Act as a backup or Supports HR Teams to answer complex end-to-end internal customers (managers/employees/HR) enquiries and escalate those inquiry that need further support via call, chat and/or email in an effective, discrete, professional manner and respecting data privacy constraints
- Executes HR Services and Operations tasks by partnering with business heads and people managers with regards to statutory payments, data management and liaising with Procurement team on all payment processes
- Collaborate with peers within region and globally to ensure the support network provides consistent and effective services to our customers.
- Continuous contribution to the improvement of the performance of the Shared Service Centre

- Reaching high customer satisfaction through consistent, high quality delivery and application of customer care principles
- Provide feedback, coaching and advice for contacts in both HR and the business
- Responsible for processing all Employment pass for foreign employees, ensuring it complies with Company policies and local legal requirements. Liaising with our partners in MDEC and the Immigration department on acquiring necessary approval for all EP's.
- Manage all matters relating to Employment pass for foreign employees, ensuring it complies with Company policies and local legal requirements. Liaising with our external vendor on acquiring the necessary approvals.
- Ensure all HR documentations are updated and keep in compliance with Company policies and local legal requirements
- Responsible for the on boarding process for all new joiners (local and foreign) which includes all induction handling, on boarding documentation and day 1 setup for all new joiners
- Drive and ensure timely employee benefits administration and service delivery by external vendor in line within the agreed SLAs.
- Manage payroll operations with the outsourced payroll vendor and ensuring accurate monthly payroll reporting.
- Assist in operations excellence activities for process and system optimization, as well as relevant projects.
- Assist with day-to-day operations of the HR functions and duties.
- Acts as an advisor on all personnel policies and procedures to internal employees.
- Understands and complies with all HR and business policies on all aspects of HR operations.
- Assists on HR Projects as and when required by the team.
- Any ad hoc task and/or project that is assigned by manager.

➤ **HR EXECUTIVE/TALENT ACQUISITION**

Sportathlon (M) Sdn Bhd (Known as Fitness First Malaysia)

Industry: Health & Fitness

Department: Human Resource (HR)

September 2015 – January 2018

Report to Head of HR – FF & CF Malaysia in the HR (Recruitment and Administration) of all aspects of Human Resources Department at Malaysia Support Office. Ensuring company goals and objectives are met and ensure compliance as well as legal HR requirements.

- Recruitment
- HR Report/ Letter Issuance (Movement)
- Data Administration

MAIN RESPONSIBILITIES

- Manage recruitment activities including liaising with recruitment agencies, drafting advertisement, preparing proposal and generating relevant documents pertaining recruitment and selection of potential candidate's prior arrangement for interview
- Analyze and engage to determine Hiring Manager needs and requirements – Contact and interview prospective candidates

- Monitor and verified request for replacement or additional headcount, compare with budget and share the information with the hiring manager
- Planning the recruitment strategies, Talent Acquisition activities and career fair
- Job posting on internal (Social Media & staff referral) and selected external channel, screening candidate and scheduling interview
- Make job offers and explain terms to candidates. Conduct orientation program for all new staff
- Administrative test (when required), conduct reference check and background
- Manage/assist in the implementation and review compensation and benefits packages to ensure company is able to attract, retain and motivate staff.
- Prepare remuneration package (recruitment pack), confirmation, promotion and transfer letters. Liaise with the Hiring Managers in regards to staff movements and hiring activities
- Ensure processing of the recruitment pack is executed effectively and within the expected timeline.
- Prepare monthly HR reports (Recruitment, Turn-over rate, Audit and Finance) for management and any other report assigned or required by management
- Manage and track the staff HR benefits and plans such as insurance plans, medical benefits, and annual leave and ensure compliance with the company policies.
- Conduct pre-briefing to the new expatriates and post-briefing to the expatriates who will leave the Malaysia office, incl. liaising with appointed agents.
- Respond and provide advice to expatriates pertaining to HR matters.
- Maintain and update information of staff into system.
- Work together with IT Department in regards of preparing Sales ID/New Email and Login Access for new staff
- Full support for payroll activities and enquiries when required
- Actively participating and assist in HR improvement processes or HR project.
- Any other tasks assigned by management

➤ **SENIOR CLERK HR-RELATIONSHIP MANAGEMENT**

AmBank (M) Berhad

Industry: Banking

Department: HR - Relationship Management (HRRM)

April 2012 – September 2015

Assist the Human Resource Relationship Management team with the administration of the day to day operations of human resources function and duties. The responsibilities carried out include:

- Recruitment
- Administration
- HR Data Maintenance (follow-up on updates and audit data integrity)
- RM Support
- New Hire Processing

Recruitment:

Ensure processing of the recruitment pack is executed effectively and within the expected timeline. This includes;

- Confirming with the hiring managers on the recruitment details (position, salary, recruitment costing)
- Review and prepared the recruitment pack
- Ensure the information regarding candidate's hire is captured in the RRR
- Prepare the Remuneration Terms for all levels recruitments
- Act as the main contact point for Head Hunters in regards to candidate processing from the interview process to the hiring of the candidate
- Check and ensure the hiring administration (payroll, on-boarding, new start date) are completed
- Conduct reference check on the new hires (pre-employment check after candidates has signed the Letter of Offer)
- Draft adverts for vacancies requested by the Hiring Managers – both for JobStreet and Publications
- Screen applications for hiring manager's review

Administration-

- Liaise with the Hiring Managers in regards to staff movements and hiring activities:
- Vacancy Status updates (Updates on Org Charts)
- Staff Requisition (new & replacements) and sourcing (Job Ads – Publication and Online, Head Hunter)
- Staff movement – transfers-intra and inter movements, upgrades, promotions, resignations
- Attend to the queries and request from the department on HR related matters and involves directing the queries to the relevant HR counterparts- (From Benefit Admin, Compensation, Payroll). Escalating matters which requires decision point to the Relationship Manager
- Ensures supporting documents are provided and approval for the payments is obtained before sending it for processing by Group Finance

HR Data Maintenance-

Liaise with HR-PA in regards to Employee and Department data management (Department, Position, Job data):

- Inform HR-PA on structural changes – Department structure or cost centre changes
- Ensure position data are updated by HR-PA accordingly (changes in titles, reports to, cost centre, department id, job requisition)
- Ensure Job Data is updated accordingly (new hires, resignations, transfers)

RM Support-

- To execute ad-hoc assignments relating to HR processes or activities
- Arranging interviews (1st and 2nd level interview) on behalf of the hiring department and Relationship Manager.
- Liaising with Candidate or head Hunter on the interview schedule.
- Arranging the assessment test for the candidate-
- Online PPA invitation
- TST test schedule.
- Prepare the interview pack for Hiring Manager and Relationship Manager. Collate and compile documentations for the interview pack.

- Preparing the recruitment pack for Relationship Manager's review.
- (follow up with candidates and Hiring Managers on incomplete documentation)

New Hire Processing-

- Provide updates on candidate recruitment status and send out notification email on new hires to Hiring department.
- Processing the personal file for new hires
- Ensure proper briefing to new hires of the on-boarding process and ensure all important documentations are signed off by candidate (bond agreement/ undertaking letters/ code of ethics)

➤ **EXECUTIVE SPECIAL PROJECT DIVISION/PERSONAL ASSISTANCE**

Global Carriers Sdn Bhd
Industry: Vessel Industry
Department: Special Project Division
December 2011 – March 2012

➤ **CLERK HR-BENEFIT ADMIN**

AmBank (M) Berhad
Industry: Banking
Department: HR-Benefit Administration
January 2011 – December 2011

EDUCATION BACKGROUND

- **UTMspace (NOV 2013 – DEC 2014)**
Executive Diploma in Human Resource Management
CGPA : 3.51

SKILLS

- Language proficiency:

	Speaking	Writing
BAHASA MALAYSIA	Excellent	Excellent
ENGLISH	Good	Good

- Excellent in maintaining data management & systems (Workday, Peoplesoft & Successfactor)
- Extensive knowledge of the Internet Technology (IT)
- Knowledgeable in Microsoft Office (Word, Power Point and Excel)

PERSONAL CHARACTERISTICS

- Data management, highly motivated, a hardworking, a fast learner, possess a pleasant personality, and able to work under minimal supervision

MISCELLANEOUS

- Reference upon requested
- Salary upon requested
- Available immediately