



MUHAMMAD ZHAFRAN BIN AHMAD

Insight

An experienced professional, independent, people-first HR Senior Executive with 4+ years in human resources generalist, in-depth knowledge of administrative processes and managing successful employee relationships. I always ensure the achievement of the successful objective and mission is my precedence.

Experience

Senior Associate Human Resources Generalist (Senior Executive)
Shopee Mobile Malaysia Sdn Bhd (Sept 2018 – Now)

Responsibilities & achievement:

- HR Generalist managing Shopee entities;
 - **SCommerce Trading Malaysia Sdn Bhd. (Warehouse)**
 - **Shopee Express Malaysia Sdn Bhd. (Logistics)**
- Responsible for the full spectrum of performance management processes on gross misconduct, termination, arbitration, and counselling by ensuring the company's proper guidelines.
- The focal point of contact for stakeholders is to suggest and solve any issues regarding employee performances, and business culture and provide appropriate attending resolution of employee grievances.
- Evaluated, advised, and provided leadership and strategic support with the work support, warehouses, and Fleet Management during major Shopee sales and big campaign days to promote a fair and equitable work environment.
- Build onboarding experience for employees and manage high volume, ongoing talent recruitment for permanent and contract staff, and manage retention plan for an entire year.
- Implementing and working with the operations team during the startup on the org chart design to align with the objective and company strategy and re-structuring benefits & compensations, contributing to cost-saving of up to RM 1.7 mil/year with competitive industry-market benchmarking.
- Manages HR outsourcing manpower partnership and is the focal point of contact relating to payroll review, contract review, and employee administration.
- Forecast budget for employee engagements, L&D, recruitment, facilities requirements and welfare projection every quarter.
- Responsible for managing three (3) direct reports.

Contact

Address:

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Email:

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Linkedin:

<https://www.linkedin.com/in/zhafahmad/>

Date/Place of Birth:

23 October 1991, Perak

Nationality:

Malaysian

Hard skills:

HRIS, C&B, payroll, project management, psychology

Soft skills:

leadership, communication, collaboration

Human Resources Executive
DHL Express (M) Sdn Bhd
Aug 2017 – July 2018

Duties and Responsibilities:

- Execute staff recruitment process from job advertisement, sourcing, screening, interview due diligent, reference check, background check, and medical check-up until on boarding process to ensure the comprehensive flow of talent management.
- Working with recruitment agencies to source for candidates for a specific job position .
- Managing and maintaining employee personnel files records related to hiring, transferring, promoting, termination, exit process and other employee information.
- Support business partners across different functions with four primary central operations and headquarters in the employee administrative process and act as a focal point for disseminating information (e.g. policies update, SOP) to employees.
- Executing staffing requisition, requirements & issues from each department.
- Manage the process of employee reward and recognition selection.
- Support HR Manager on planned employee relations project and build relations with employees and management to promote a good working climate.
- Prepare statistical data reports for internal and external use.
- Provide support BP's on HR-related inquires and ER projects Implementing and administering performance management processes analysing Individual Development Practice (IDP), training for HQ & 29 facilities strategically located in Malaysia & Brunei.

Customer Service Supervisor
Parkson Holdings Berhad.
Jan 2013 – May 2013

Duties and Responsibilities:

- Invigilate over 100 promoter's performances daily
- Maintains financial accounts for cashiers.
- Ensure all cashier counter (POS system) and equipment working functionally.
- Maintaining and invigilate a good and clean environment from time to time.
- Prepares product or service reports and contributes to team effort by accomplishing related results as needed.
- Provide impeccable for best customer experience. Handle customer complaints, provide appropriate solutions and alternatives within time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Cooperate with fellow staff to ensure smooth operations in the sales area and ensure the standard of service is consistent and executed at all times for over 30 high-end brands.
- Recommends potential products or services to management by collecting customer information and analysing customer needs

Internship

Human Resources Trainee (Internship)

DHL Express Malaysia Sdn. Bhd

June 2017 – Aug 2017

Responsibility / Job Description:

- Support Human Resource ER Manager on employee relations project planned
- Support Human Resource Training Manager on Employee Induction Program (EIP) and assist on coordination for employee activities
- Prepare P-file upon request from HR management.
- Prepare employee relations related broadcast and organized events.
- Prepare reports and documentation updates for the employee.
- Manage staff data in proper arrangement manner

Level : Bachelor of Social Science (Hons) Psychology

Field of study : Psychology (Industrial Organization)

Institution : University Tunku Abdul Rahman (UTAR)

- Committee board for UTAR psychology exhibition
- Community project for orang asli Kampar, Perak
- M100 Challenge Malaysia 100 leading graduate employers (Team Leader)
- Involved in performance and the committee for Graduation Day
- English Day by UTAR Soft Skill Development Certificate Programmed (USSDC)
- Community project for English edu to orang asli at Sengoi Village Jeram, Perak
- Power! Managing Our Debts Effectively by Agensi Kaunseling Dan Pengurusan Kredit (AKPK)

Level : Diploma in Pharmacy

Field of study : Pharmacy (Pharmacology)

Institution : Masterskill Global College

- Committee board of Pharmacy Day seminar and exhibition
- Involve in the stage performance with “Kelab Kebudayaan Masterskill” for independent day

Referees

Name : **Peony Low** - Human Resource Manager

Contact : Tel (mobile): 6012 3906652 or peony.low@shopee.com

Name : **Janike Ratnapola** - Human Resource Manager

Contact : Tel (mobile): 019 6788808

Name : **Azrulnizam B. Yussof** - Human Resource Manager

Contact : Tel (mobile): 019 3132081