

Personal Profile

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Working Experience : 13 Years (2010 – Present)

Executive Biography

Ruslan holds a bachelor's degree in Business Administration major in Human Resources Management and has over 13 years of Human Resources experience comprising HR operation, payroll administration, employee benefits, engagement and employee life cycle [onboarding – offboarding], budgeting, recruitment and performance management.

Ruslan joined Koperasi Pekerja MMHE Berhad [KPMME] in March 2010 as the Executive Human Resources and Administration. He was reporting to the Manager of Operations, where he was responsible for managing contract workers that the company supplied to MHB Engineering Berhad [formerly known as Malaysia Marine And Heavy Engineering Berhad (MMHE)]. The total head counts were about 250 to 300 employees. He also responsible for managing KPMME's day-to-day Human Resources and Office Administration. His role was to ensure the payroll administrations for both contract workers and KPMME's employees were accurately processed according to the law & statutory. As a fresh graduate with almost less experience in payroll administration, he had successfully delivered a role as payroll leader whereby the monthly payroll processing was on time with no errors nor mistakes. On the other hand, he also showed reasonable effort in recruitment, sourcing potential candidates for the MHB Engineering Berhad and KPMME, managing training, day-to-day HR operation and attended for new employees' onboarding and the off boarding.

In Dec 2010, Ruslan decided to move to Kuala Lumpur to expand his career with a corporate company. He joined United Malayan Land Berhad [UMLand], one of the leading players in the property industry and was listed on the Main Market of Bursa Malaysia. His designation was Executive Human Resources, specialising in payroll administration, employee benefits, department budget, insurance and claim administration, employee engagement and performance management. He was reporting to the Senior Manager, Human Resources. With his experiences in payroll administration, he showed a quality of work to lead the payroll unit to process monthly payroll for >600 headcounts. In early employment with UMLand, the company had confirmed him in services in less than 6 months. Over the years, the payroll account expanded from 6 to 18 payroll accounts. He managed end-to-end processes from registering the new employer with the statutory body, created new employer code in HRIS, setting up the new payroll account and providing in-house training to the new payroll analyst.

He was also a project leader for the e-approval system, whereby the company had successfully moved into e-banking for payroll, staff claim and other payments. With his superior achievement, the company promoted him to Senior Executive Human Resources in 2015, whereby the portfolio expanded to provide core support in performance management.

In Dec 2016, after 6 years of services with UMLand, Ruslan challenged himself to explore new opportunities. He joined a Government Linked Company (GLC), the Malaysian Resources Corporation Berhad [MRCB], one of the country's leading property and construction companies. MRCB has been a key player in the development of the nation since listed in the Main Market of Bursa Malaysia in 1971. He accepted the offer as Senior Executive Human Resources, reporting to Senior Manager HR. His main role was administering the company's Options / ESOS, providing support to HR Services unit as HR helpdesk, administer the HRIS and leave system and handling the employees movement like transfer, secondment and change of reporting line. The total headcount of employees >1,000 headcounts.

In July 2017, Ruslan accepted an offer from NAZA Group, a well-established company, whereby he joined Naza TTDI Sdn Bhd, the subsidiary that focuses on the property and development industry. He was the Assistant Manager, Human Resources reporting to Head of Human Resources & Administration. The total headcount was about >400 headcounts. He was responsible to lead the HR Service unit to process monthly payroll, administer employee benefits, insurance plan, employee claim and engagement, HR helpdesk, employee confirmation, HRIS system administration, leave administration and performance management. He was confirmed in services in less than 6 months. One of the highlight achievement he had successfully established the e-PMS system.

With Ruslan's experiences in HR operation, the current employer IHH Healthcare Berhad [IHH] approached him to join the IHH Corporate team. He joined IHH in July 2018, the premium leading healthcare provider worldwide. His designation is Assistant Manager HR reporting to Senior Manager HR. He is responsible to manage day-to-day HR operation for HQ office and one subsidiary, IHH Technology Sdn Bhd. The total headcount is about >50 employees which most of them are C-Suites and Senior Managements. His primary role is the administrator of the company's Options / ESOS, Shares / Long Term Incentive Plan [LTIP] and other remunerations linked to the C-Suites and Senior Management, expatriate administration to ensure all the expatriate's Malaysian employment pass are renewed and active, end-to-end recruitment process, payroll management, employee benefits and claims administration, HR helpdesk, HRIS system administrator, administer employee's life cycle [induction, onboarding, confirmation, exit interview], employee engagement and also providing support in budget and performance management. One of the highlight achievement in early employment with IHH, Ruslan showed high dedication to attend a massive audit from Inland Revenue Board of Malaysia, independently and able to work with low supervision. Currently he involve in new project, where he works closely with IHH China team to set up the registration of trustee account for IHH China's employee to exercise their Options, he also works closely with BoardRoom Singapore to migrate all the Options data into the online portal.

Throughout his career and exposure working with multi cultural organizations, he has had the opportunity to develop a strong network among his peers, colleagues, friends and HR connections due to his easy-going character, a good listener, always showing the empathy, high integrity and at the same time firm when it comes to the decision making and direction. Ruslan is someone who also works with strong analytical, meticulousness and high energy. He is passionate about the roles he undertakes and strives to be positive in facing new challenges.

Present Employment

Organisation: **IHH Healthcare Berhad [a public listed Company]**
Duration: July 2018 – Present
Position: Assistant Manager, Human Resources
Reporting to: Senior Manager, Human Resources
Basic Salary: RM9,549
Job Description:

[A] HR Operations

- Responsible for employees life cycle.
 - i. To arrange and conduct the onboarding and induction program for new employees. Always work with Administration Department and Head of Department to ensure the new joiner's administration always in order and in place.
 - ii. Always closely work with the hiring manager on new employee's performance especially during the probationary period.
 - iii. Responsible to issue employee's confirmation assessment form and confirmation letter
 - iv. Responsible to manage employee's promotion, upgrading and ad hoc adjustments
 - v. Attending employee's resignation notice and end of contract by issuing the acceptance of resignation letter or end of contract letter, and to ensure the exit interview and exit clearance are in order prior the employment end
- Administrator for IHH Group ESOS and Shares
 - i. To attend the ESOS exercise request from time to time and to ensure the Options will be credited into employee's trading account within the stipulated time
 - ii. Responsible to monitor the ESOS and Shares's participant movement. To closely works with other markets [Singapore, China, Hong Kong, Brunei, India and Turkey] in collating the reports and submit to Group level on time
 - iii. Responsible to provide relevant report for IHH Board from time to time
 - iv. Responsible to issue and administer new ESOS or Shares grant
 - v. Leading the current project to migrate manual Options administration to online portal [closely working with BoardRoom Singapore]
 - vi. Closely working with IHH China to ensure the Options participants will follow the guidelines by the China government

- HR Helpdesk & HRIS System Administration
 - i. Responsible to attend to all queries and request pertaining HR matters and revert to stakeholders within the stipulated time
 - ii. A focal point of official communications to stakeholders in providing necessary reports for IHH Annual Report that is relating to Directors and Senior Management
 - iii. To ensure the HRIS system is always updated, accessible and always administer employee's leave records

[B] Payroll, Claims & Employee Benefits Administration

- Responsible to administer the monthly payroll processing, bonus, increment, EA Form [employees and Directors], submission of E- Form on time and as per the stipulated dateline
- Responsible to attend and closely work with appointed agency in administering IHH C-Suites contract, remuneration and tax payment
- A liaison officer and appointed key person to attend Statutory Bodies request, inquiries and audit [IRB, EPF, Socso & HRDC]
- Manage day-to-day employees claim and return the verified claim within the 3 working days
- To ensure all employees are covered with Company Insurance by always updating the employee's details to the person in charge and appointed brokers
- To ensure the insurance premium are processed and paid on time

[C] Recruitment

- Responsible for end-to-end hiring process
- Closely work with the hiring manager on the manpower planning, seeking approval for the hiring, advertising the vacancy, screening the application, arranging for interview, preparing the hiring proposal, attending the interview and executing the letter offer
- Work closely with appointed head hunters for critical roles and high level role
- To ensure the communication to Administration department and Head of department are in place prior the joining date of the new employees

[D] Expatriate Administration

- To ensure IHH expatriate's Malaysia employment pass are active and renew on time
- To attend on the employment pass cancellation, changes in ESD portal and EP projection
- To ensure the exit and repatriation process are in line with the regulations

[E] Company Policies and Employees Handbook

- To always ensure Company Policy and Employee Handbook are updated
- To communicate to employees for any changes that impacted the Employee Handbook
- To ensure the whole policies are aligned with the regulation and the industrial practices

[F] Training, HRDC, Budget & Employee Engagement

- To monitor employee's training as per the employee's training budget and align with the development plan
- To administer the HRDC portal in terms of submission the training grant, claims and levy
- To provide support for annual budget and yearly performance appraisal
- Accountable for handling employee engagement and welfare activities to improve employee's experience and build a great place to work

Key Achievements: -

- Has been independently worked for 7 months in earlier employment when the whole team left organization. During this period, I had attended massive audit from the Malaysia tax department about the former C-Suites employment and remunerations
- With the flexibility and ability to adapt to the changes, my portfolio has been expanded to administer employee's life cycle at Singapore corporate office effective April 2022 until Oct 2022
- Taking over employee's leave administration from the admin department. Successfully changed from manual administration to e-leave module in 2019
- Successfully moved from manual records to HRIS in 2020, whereby the employees now have access to view their personal employments information, monthly pay advice and annual EA Form online
- Taking over the employee's engagement from the admin department effective in 2019. With these changes, HR has views and can plan to strengthen employee engagement within the organisation
- Successfully enhance the HR services to stakeholders and employees
Manage to reduce the processing time for employee claims + ad hoc corporate reports from more than 3 working days to within 2 working days upon submission
- Taking care new IHH subsidiary [IHH Technology Sdn Bhd] effective Nov 2022 and responsible to manage the whole HR Operation.

Employment History 1

Organisation: **Naza TTDI Sdn Bhd [a subsidiary of NAZA Group]**
Duration: July 2017 – July 2018
Position: Assistant Manager, Human Resource
Reporting to: Head of HR and Administration
Basic Salary: RM6700
Job Description:

[A] HR Operation

- Lead the HR Operation unit which covers the payroll processing, employee benefits, insurance administration, employee claims, Increment and Bonus and performance management.
- A liaison officer for the statutory body [EPF, Socso & IRB] and a company's representative for HR practitioners in the property industry
- Administrator for HRIS system and PMS system. To ensure these system are updated and accessible. A key person to provide support for employees for annual KRA setting
- Accountable for handling employee engagement/welfare activities
- Responsible for preparing an annual budget
- HR Helpdesk for day-to-day HR operation especially related to employee benefit
- Responsible to attend employee's confirmation + employee's movement [transfer / secondment]
- Responsible for attending the Company Group Insurance scheme + policy

Key Achievements: -

- Successfully initiated HR Day in 2017, the 1-day program that benefits employees; for example, there was a counter from EPF for employees to open the i-account and a counter from IRB for employees to have direct access to ask about the tax liability, tax refunds, etc. As well as the health talk from professional medical practitioners
- Contributed time and effort to the successful family day event in 2018 at the MAPS Perak, intending to strengthen the employee engagement among employees and top management

Employment History 2

Organisation: **Malaysian Resources Corporation Berhad [MRCB - a public listed company]**
Duration: Dec 2016 – June 2017
Position: Senior Executive, Human Resource
Reporting to: Senior Manager, HR
Basic Salary: RM5500
Job Description:

- Managing end-to-end ESOS / Options exercise for the Group level
- Responsible for attending the Employee Movement [confirmation, transfer, secondment]
- A liaison officer for Compensation & Benefits section [to attend to employee's verification, a focal point for employees to apply for the corporate MBSB loan and to provide confirmation for employee's background check]
- E-Leave administrator
- To provide support for payroll units
- To prepare analysis for annual Performance Appraisal

Key Achievements: -

- Successfully administered the high volume of ESOS / Options exercised even though this is the new portfolio. On average, there were more than 100 submissions from employees in a week with a cut-off date on Friday every week. The report is to be submitted to Corporate Secretarial right after the cut-off date

Employment History 3

Organisation: **United Malayan Land Bhd**
Duration: Dec 2010 – November 2016
Position: Senior Executive, Group Human Resource
Reporting to: Senior Manager HR
Basic Salary: RM4500
Job Description:

[A] Payroll Administrations

- Leading payroll units for >600 headcounts
- Always maintains Group payroll information by designing systems, directing the collection, calculation and entering of data
- Responsible for ensuring all payrolls from every subsidiary updates payroll records in the payroll system by reviewing and approving all the changes, i.e. savings deduction, changes in employees designation and departments, transfer and secondment, salary adjustment and promotions

- Responsible for preparing comprehensive payroll reports for Group level
- Accountable for determining payroll liabilities in each payroll account
- Responsible for developing, implementing, and maintaining payroll guidelines by writing and updating payroll policies and procedures
- Responsible for ensuring the Group payroll processing always comply with local regulations (statutory bodies) and company policy
- Accountable for managing and maintaining all employees' files per company policy and procedures.
- A focal point to attend stakeholders' and employees' enquiries
- A focal point to provide technical support and advice pertaining payroll module

[B] Performance Management

- Responsible for analysing the employee's annual performance and implementing appropriate measures to overcome the gap
- Responsible for ensuring the e-PMS are in order and align with company balance score cards
- Presenting the outcomes of analysis and relevance reports for Board approval
- Responsible for ensuring the employees' databases are in order, up to date and synchronise between the main HRIS and e-PMS

[C] HR Operation

- Responsible for administering the company and HR policy
- Responsible for preparing the annual budget
- Responsible for supervising group insurance schemes covering Group Term Life, Group Personal Accident, Officer & Director Liability and Group Hospitalization and Surgical for all employees and directors
- Responsible for ensuring employees obtain accurate and timely medical coverage while maintaining competitive cost management [closely working/liaising with appointed insurance broker + TPA]
- Responsible for participating in the Employee Remuneration + Benefits survey, especially within the property and construction industry
- Responsible for administering internal HR portal [posting up announcements relates to HR matters]
- Actively involved in Sport & Recreational club for staff engagement
- Supervise the Junior Executive who is responsible for managing employees' claims + Group insurance

Key Achievements:-

- Independently led and managed all 18 payroll accounts with zero error and gap
- My portfolio in payroll administration has been expanded to provide support for the subsidiary in Singapore
- One of the project leaders to closely work with the Corporate & Risk Management team to determine the remuneration cost for a group of employees who involve in numerous subsidiaries' business operations, intending to reduce the gap in tax areas
- Administer the electronic and digital portal within Division
- With the strong commitment shown to employee benefits, my portfolio has been expanded to provide support for the Leave Management system

- A project leader successfully changed the payroll approval from manual to online banking [a cost-saving in time management and operation]
- A project leader of e-payslip, which was implemented in 2016 [to provide better HR services to employees + cost saving in time management and HR operation]
- Closely worked with HR Manager in implementing e-PMS, especially on system operations and administration.

Employment History 4

Organization: **Koperasi Pekerja MMHE Berhad (*Manpower Supply*)**
 Duration: March 2010 – November 2010
 Position: Human Resources Executive & Administration
 Reporting to: Senior Manager Operation
 Basic Salary: RM 1900 + RM100 Transport Allowance
 Job Description:

- Payroll leader for >300 headcounts
- Responsible for ensuring the payroll process is in line with the statutory body and company policy
- Responsible for checking and verifying the monthly invoices for contract workers that will be issued to MMHE for monthly payment collection
- Responsible for coordinating/reviewing the employee's benefits policy
- Responsible for administering payroll system to ensure all employees' data and information are correct and up to date
- Responsible for maintaining and safekeeping employee files and monthly report
- Accountable for monitoring employee's leave records and attendance
- Responsible for preparing a monthly Management Minute Meeting
- Accountable for updating employee's job description and monitoring employee's performance
- Responsible for settlement of appropriate disciplinary matters [warning letter, reminder letter and other relevance memos]
- Responsible to schedules employee training as approved by the management [closely working with Maktab Koperasi Malaysia and SIRIM] and updating and preparing training report
- Responsible for potential sourcing candidates to be supplied as a contract workers to MMHE
- Supervise the quotation preparation for providing contract workers to MMHE
- Responsible for new employees' onboarding and off-boarding

Key Achievements: -

- As a fresh graduate, I have shown substantial achievements in managing payroll administration for >300 head counts, being able to work under pressure and successfully leading the payroll units with 2 payroll clerks reporting to me

Education Background

2007 – 2009	Universiti Teknologi MARA (UiTM) Shah Alam Degree in BBA (HONS) Human Resource Management CGPA: 3.2/4.00
2003 – 2006	Universiti Teknologi MARA (UiTM) Pahang Diploma in Accountancy CGPA: 2.65/4.00 - Obtained Band 4 in Malaysia University English Test (MUET)
1998 – 2002	Sekolah Menengah Kebangsaan Tanjung Gemok Kuala Rompin Pahang SPM: 6A's 2B's 2C's

Skills & Competency

- i. *Language Proficiency*
Good communication and writing skills in both languages, Bahasa Melayu and English.
- ii. *Computer Literacy*
Expose in Microsoft Office: Word, Excel and PowerPoint
- iii. *On Job Training, Course & Conference Attended: -*
 - *Kumpulan Wang Keselamatan Pekerja (KWSP) – Right and Obligation of Employer & Employee (2010)*
 - *Employer's Tax Reporting on Employee's Salaries & Benefit (2011)*
 - *The EA Form seminar (2011 & 2012)*
 - *SOCISO Return to Work Conference (2011 & 2012)*
 - *Malaysia Employer Federation workshop (2011)*
 - *Visual Solution Workshop – Salaries computation through Flex HRMS System (2012)*
 - *Payroll Tax Computation (2012)*
 - *Flex HRMS System - Report Writer and Integration with Microsoft Office (2012)*
 - *Job Evaluation Workshop (2012)*
 - *Visual Solution Workshop – Cross Effect of Employee Master Changes (2012)*
 - *Understanding & Applying The New Monthly Tax Deduction Rules On Salaries, Benefits & Others Remuneration (2012)*
 - *The EA Form Seminar – Employer's Tax Reporting on Employee's Salaries & Benefits (2013)*
 - *Yearly Statutory Report (2013)*
 - *Year-End Workshop - Flex HRMS System (2013)*
 - *The EA Form Seminar – Employer's Tax Reporting on Employee's Salaries & Benefits (2014)*
 - *National Tax Seminar 2014*
 - *Managing & Processing Payroll In Malaysia 2015*
 - *Sustaining Compliance In A Digital Age 2018*
 - *Employment Laws Latest Amendments And Implications Of Impending Changes 2019*

- *LHDN MEF Conference 2020*
- *IHH HR Summit 2020*
- *Staying Agile In The Unknown 2021*
- *Certificate In Talent Management 2021*
- *IHH HR Summit 2021*
- *What To Expect And How To Manage Transfer Of Talents Into Malaysia, From A Tax And Immigration Perspective 2021*
- *IHH Compensation and Benefits Online Class 2021*
- *Employers Obligations [2021 Form E and EA Form] 2022*
- *IHH HR Summit 2022*

Others

Notice Period: 2 Months