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Jessofine binti Ismail (Jess)

Objective

Seek for a better career advancement opportunities and exposure and be a part of the team that dynamically works towards the growth and the success of an organisation.

Personal Particulars

Date of Birth	6 October 1975
Nationality	Malaysian
Gender	Female
Marital Status	Married

Employment

March 2017 – July 2020
Touch 'n Go Sdn Bhd
Senior Executive, Compensation & Benefits

Responsible for overall HR Compensation & Benefits which include monitoring staff leaves, medical benefit for employees, and other benefits such as car loan interest subsidy, corporate credit card, petrol card, and Biz XS Card.

- Monitoring of HCMS systems which include staff leaves and TESS password.
- To prepare monthly report on employee's emergency and medical leaves.
- Ensure to update on staff joined and resigned to CIMB Insurance Broker and medical out-patient card to TNGSB third party administrator on monthly basis.
- To process monthly payment and ensure no back-log on medical invoices from TNGSB third party administrator and recovery payments from CIMB Insurance Brokers.
- To update and communicate to staff on medical entitlement and balance.
- To monitor on renewal of insurance policies and medical out-patient third party administrator annually.
- Administer staff attendance on monthly basis, includes prepare monthly report pertaining employee's late and early out for Management monthly meeting.
- To assist on employee's general benefit such as Vehicle Interest Subsidy applications, corporate credit card, petrol card and BIZ XS card.
- To provide necessary advice to employee on any related to benefits and compensation administration, policies and procedure.
- Responsible for day-to-day duties and any related assignment as and when assigned.
- Responsible on the end-to-end Performance Improvement Plan (PIP) exercise.
- To ensure all documents related to benefits and compensation is well maintained and filed accordingly
- To ensure all employee's benefit comply with the Company's policies & procedure.
- To ensure all documents related to benefits and compensation is well maintained and filed accordingly
- Ensuring in sustaining Human Resources confidentiality.

March 2015 – March 2017

Touch 'n Go Sdn Bhd

Senior Executive, Training & Development

Responsible for all staff training administration which include the following:

- Responsible for Training Administration including conducting training needs analysis (TNA), training calendar and training effectiveness.
- Submit training approval and claims from HRDF
- Coordinate any in-house/external/oversea/induction/etc. if any. - Process staff training request/application as per training needs and/or company's requirements according to Training Policies and Procedures.
- Maintain and ensure all training records are updated in the training database.
- Obtain necessary approval of the training request as per DAL. - Issue the joining Instruction (JI) prior to the training date once the request for training is approved.
- Coordinate with the HOD/Supervisor on the pre & post training evaluation form.
- Follow-up with the staff on the participant's training evaluation form after the staff attended training program.
- Liaise with the training providers on training details and registration.
- Maintain and organize training filing system.
- Generate monthly training budget utilization and staff cumulative development point (CDP).
- Generate report on training feedback based on participants' training evaluation and pre & post training evaluation for management review. - Maintain, organize and source relevant training brochures.
- Follow-up on staff training attendance.
- Coordinate any event staff training & development initiatives/interventions (i.e. Knowledge Sharing, On-The-Job Training, KIA, Talk, etc.).
- Coordinate, follow up and track HOU/HOD's KIA tracking log.
- Assist in coordination of onboarding induction talk & materials.
- To undertake any task given as and when required and/or any administrative related matters to the division/department.
- Responsible for coordination on any departmental special projects as and when required (i.e coordination of staff birthday, compilation and administration of resource centre, etc.)

February 2012 – March 2015

Touch 'n Go Sdn Bhd

Executive Secretary

Executive Secretary to Senior Vice President (Mr Ravindran Subramaniam)

- Perform secretarial tasks and provide general office management functions to Senior Vice President.
- Manage all daily e-mails and replying based on Senior Vice President's instruction
- Drafting letters and handle internal & external correspondences.
- Handling bills, payments and maintain all his P&C filling
- Handling and ensure filing are done systematically
- Arrange for travel schedule and perform the necessary booking or reservation
- Maintain strict confidentiality and interact professionally with all levels of management and staff
- Provide administrative support
- Manage, monitor and maintain & adequate inventory of department administration and maintenance which including office furniture, phones, photocopier, stationeries, notebooks, & computer.
- Assisting Senior Vice President in monitoring staff i.e. attendance, disciplinary issues.
- Perform other ad hoc works as assigned

March 2010 – February 2012
Vasseti Berhad
Secretary cum Admin Executive

Secretary to Group Advisor (Dato' Ir Sukdev Singh Sidhu)

- Perform secretarial tasks and provide general office management functions to Group Advisor
- Manage all daily e-mails and replying based on Group Advisor instruction
- Drafting letters and handle internal & external correspondences
- Handling payments and maintain all his P&C filing
- Handling and ensure filing are done systematically
- Arrange for travel schedule and perform the necessary booking or reservation
- Maintain strict confidentiality and interact professionally with all levels of management, staff and agents
- Perform other ad hoc works as assigned

Admin Executive (Corporate Services)

- Provide administrative support to Vasseti Engineering Berhad
- Taking minutes of meeting
- Ensure all files, memo and reports are updated and filled accordingly
- Ensure timely follow-up with vendors on pricing and services
- Ensure the communication among vendor and company is ongoing
- Manage, monitor and maintain & adequate inventory of office administration and maintenance which including office furniture, phones, photocopier, stationeries, notebooks, computer and pantry items.

1 August 2008 – 15 December 2010

Grand Paragon Hotel Johor Bahru
Secretary to General Manager

- Pre-opening staff
- Perform secretarial tasks and provide general office management functions to General Manager (GM)
- Perform overall management and planning to GM's activities such as screening incoming calls and emails, handling enquiries and requests when appropriate
- Assisting in organizing meetings, as well as preparation of agenda/ minutes for meeting
- Compiling reports and filing
- Keep record on all cheque/ LO received
- Assisting Human Resources Dept. in preparing Staff ID Card and other HR's correspondent drafting
- Schedule GM's appointments and meetings
- Arrange for travel schedule and perform the necessary booking or reservation
- Maintain strict confidentiality and interact professionally with all levels of management, staff and agents
- Perform other ad hoc works as assigned

2004 – 2008

the ZON Regency Hotel by the sea (Johor Bahru)
HR Asst (Training Coordinator)

- Coordinating internal and external training for all indirect besides maintaining their training records
- Closely liaise with Head of Department in identifying their training needs and conduct Training Needs Analysis on a annually basis
- Coordinate internal and external training for employees
- Facilitate orientation and induction programs for new employees
- Maintain training records hardcopy / electronically
- Develop Training packages relevant to department needs
- Prepare Monthly Training calendar

- Submit training approval and claims from HRDF
- Responsible in achieving conformance with the environmental policy, procedures and requirements
- Ensure the Departmental Training Plans and a Hotel Training Plan is prepared for each month and implemented and distribution to the all departments
- Ensure Training equipment is available to Departmental Trainers and always in proper working condition
- Ensure all training needs are taken care of
- Ensure Training given by Departmental Trainers is monitored and records are kept for what, whom, when was trained
- Handle training requirements as, Courtesy Training, Basic Grooming and Hygiene and Product Knowledge (ongoing training).
- Completed the training slide for Basic Grooming & Hygiene and Product Knowledge
- Compiled and summarized the Discussion Planner & Grooming Audit.
- Maintaining proper filling system, handling or sorting incoming and outgoing correspondence related to training
- Perform other ad hoc works as assigned

2004 - 2008

the ZON Regency Hotel by the sea (Johor Bahru)

Human Resources Assistant

- In-charge on the 1st day registration for new intake.
- Preparing the Appointment, Confirmation, Probation and Promotion letter and others corresponded for staff.
- Maintaining proper filling system, handling or sorting incoming and outgoing correspondence.
- Updating info/ memo for staff.
- Prepare meeting minutes.
- Appointed as Secretary of The Duty Free Zone Recreation Club (Year 2006).
- Replacements during Executive Secretary absent.
- The organizer of the ZON Staff Gathering
- Perform other ad hoc works as assigned

2001 - 2004

Eden Garden Hotel (Johor Bahru)

Business Centre Secretary

- Provide general info to guests i.e. room rate, current promotion.
- Provide secretarial services i.e. flight booking/ confirmation, typing/ printing, reservation and etc
- Perform other ad hoc works as assigned

2001

Broadband Wireless Technology Sdn Bhd

Personal Assistant

- Provide secretarial and administrative support and handles confidential matters
- Coordinate and schedule appointments, meetings and travel
- Assists and handles personal matters instructed by Managing Director
- Responsible for efficient management of the Managing Director's schedules and itineraries
- Assisting in organizing meetings, as well as preparation of agenda/minutes for meeting
- Responsible for maintaining and distribution of incoming faxes, letters and e-mails
- Responsible for companies' confidential files and organizational records, implementing and maintaining proper filling system
- Provide secretarial support for ad hoc corporate project
- Undertake special assignment, ad hoc functions and related duties as and when necessary

	<p>1993 -2001</p> <p>JB Securities Sdn Bhd</p> <p>Stenographer</p> <ul style="list-style-type: none"> • Provide administrative and secretarial support to the IT Senior Manager and Asst. IT Manager such as typing, screening calls & appointment schedules • Received and refers visitors and telephone callers • Maintaining proper filing system, handling or sorting incoming and outgoing correspondence. • Prepare purchase order for IT equipment • Prepare meeting minutes • Perform other ad hoc works as assigned <p>1993 -2001</p> <p>JB Securities Sdn Bhd</p> <p>IT Clerk</p> <ul style="list-style-type: none"> • Performing end of day processing • Restoring library/ object for reprinting and ad-hoc report • Assembles and compiles data for weekly and monthly reports • Client's amendment and data entry for buying-in, married and direct deals transactions • Downloading and uploading SCANS/ MCD data • Preparing of monthly Electronic Client Ordering System report for KLSE • Prepare CLOB shares report for foreign stock exchange • Participate in Excalibur/6000 User Acceptance Test • Perform other ad hoc works as assigned
	<p>Education</p> <p>LCCI Private Secretary Diploma</p> <p>Rima College Johor Bahru</p> <p>Sijil Pelajaran Pelajaran</p> <p>1992 Sekolah Menengah Sultanah Aminah, Johor Bahru</p> <p>Sijil Rendah Malaysia</p> <p>1990 Sekolah Menengah Sultanah Aminah, Johor Bahru</p>
	<p>Computer Skills</p> <ul style="list-style-type: none"> • MS Office (Words, Excel, PowerPoint) • Internet Research • MS Outlook • Online meeting applications (ZOOM, Teams, Meets)
	<p>Language</p> <ul style="list-style-type: none"> • Bahasa Malaysia • English
	<p>Training Attended/ Certificate received</p> <ul style="list-style-type: none"> • Supervisory & Leadership • Grooming • Bengkel Kumpulan Pembangunan Sumber Manusia • Domestic Inquiry • Memahami Akta Kerja 1955 • ISO 9001:2015 Interpretation • HRM for Non-HR Managers • Microsoft Excel 2013 (Intermediate & Advance)

Interpersonal Traits and Attitude	<ul style="list-style-type: none"> • Able to handle multiple assignments under high pressure • Able to work well as a team or individual • Self-disciplined, hardworking, reliable and fast learner. • Easygoing and sociable • Able to communicate with all level
References	Upon request
Current Salary	RM4,406.00
Expected Salary	RM5,000.00
Notice of Resignation	Able to start immediately