



Amy Ngoh

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Experience

24 years of total experience

Aug 2020 - Present

Secretary (Contract)

Habib Jewels Sdn Bhd

Industry	Retail / Merchandise
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Senior Executive
Monthly Salary	MYR 6,000

- Provide full secretarial and administrative support to Group Executive Chairman and Group Human Resources Officer
- Process incoming/outgoing correspondence. Organize and maintain files of correspondence, records, etc and follow up on pending matters
- Managing the appointment and diary
- Coordinate and arrange appointments, meetings and travel arrangements for GEC/GHRO
- Check and ensure all documents, cheque, etc. for approval have been vetted through before presented to GEC for signature and supporting documents attached
- Managing drivers' schedule
- Undertake other assignments or related duties specified by the Management

Jan 2018 - Aug 2020

(2 years 8 months)

HR Leader

Holiday Inn Express Kuala Lumpur City Centre | Kuala Lumpur, Malaysia

Industry	Hotel / Hospitality
Specialization	Human Resources
Role	Management
Position Level	Manager
Monthly Salary	MYR 6,798

Financial Returns:

- Responsible for end-to-end Payroll processing for employees including permanent, contract and part timer;
- Ensure that all payroll payments are accordance with local statutory and work closely with relevant parties to ensure timely payment of salaries
- Keep track on employee Time & Attendance (T&A) and Leave to process monthly attendance allowance, overtime and PH Pay;
- Responsible for statutory report submission and payment such EPF, SOSCO and Income Tax Payment
- Obtaining approval & Upload web bank file for monthly salary pay-out to employee through bank
- Develop policies and procedures for payroll and claims related processes to ensure timely and accurate payment to employees.
- Maintains all general filing systems
- Look for ways to increase productivity and decrease costs with the General Manager and / or Express Assistant Manager
- Prepare yearly headcount budget

People:

- Follow the Smart People Guide and Tools in all HR related functions and duties
- First point of contact for all team members in relation to human resources function and queries
- Assist in the recruitment, resourcing and reference checking of all potential team members
- Prepare confirmation, transfer, promotion and acceptance of resignation letters for employees as well as administer employee benefits and government claims (Wages Subsidy Program).
- Maintain confidentiality at all times on all matters pertaining to team members
- Be aware and provide support of new company developments in regards to human resources initiatives
- Employee Survey champion
- Understand the responsibilities of other units and departments and co-operate with them to ensure a 'one team' approach
- Assist in the employee engagement activities in the hotel through understanding and projecting the company vision and core values at all times
- Assist in Room To Have A Great Start - to arrange and prepare materials for Onboarding, Hotel Orientation and all other training programs for all team members when required
- Takes immediate actions when needed, consistently working without close supervision, making rollout of Global programs on property, follow-ups and report for hotel
- Initiate the completion of hotel reviews by using IHG Commitment Assessment Tools
- Keep HR Director and Corporate Office abreast of any potential issues in relation to country / region
- Ensure all team members awareness of HR Policies and Procedures
- Establishing a preferred database of key talent in each country / region, in particular in functions that are skill shortages in those countries
- Ensure accurate updating of team members' particulars
- Updating of notice board promptly
- Benefits and Leave administration for all team members

Guest Experience:

- Adheres to Brand standards for Holiday Inn Express, at all times and encourages others to do the same
- Acts as a BrandHearted ambassador for the hotel
- Understanding competitor set so as to train team members on how to be different from and better than our competitors
- Works to prevent and resolve guest and team members problems

Responsible Business:

- Demonstrate awareness of OH&S policies and procedures, ensure all procedures are conducted safely and within OH&S guidelines
- Demonstrate awareness of the Employment Acts, ensure all policies and procedures are introduced and adhere to.
- Be aware of duty of care and adhere to occupational, health and safety legislation, policies and procedures
- Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly
- Initiate action to correct a hazardous situation and notify supervisors of potential dangers
- Log security incidents and accidents in accordance to hotel's requirement

Jan 2016 - Jan 2018
(2 years 1 month)

Personal Assistant To CEO

7-Eleven Malaysia Sdn Bhd | Kuala Lumpur, Malaysia

Industry	Retail / Merchandise
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Senior Executive
Monthly Salary	MYR 6,000

- Provide full secretarial and administrative support to CEO
- Record minutes of meetings, organization of files and updates of relevant information/documentation etc.
- Managing the appointment and diary
- Coordinate and arrange appointments, meetings, company events and travel arrangements for CEO and Management
- Check and ensure all documents, cheque, etc. for approval have been vetted through before presented to CEO for signature and supporting documents attached
- Compile audit committee & board papers and submit to Company Secretary on time
- Ensure smooth ACM & BODM meeting and assist the board of directors when needed
- Undertake other assignments or related duties specified by the Management

Jun 2012 - Jan 2016
(3 years 8 months)

Executive Secretary

Holiday Inn Kuala Lumpur Glenmarie

Industry	Hotel / Hospitality
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Senior Executive

- Provide full secretarial and administrative support to General Manager and Hotel Manager
- Record minutes of meetings, organization of files and updates of relevant information/documentation etc
- Managing the appointment and diary
- Coordinate and arrange appointments, meetings, company events and travel arrangements for General Manager and Management
- Maintain good relationship with Owner's office secretaries
- Undertake other assignments or related duties specified by the Management
- Involved in renovation project for hotel (restaurant & rooms)
- Active in assisting HR in Corporate Social Responsibility project
- Process end-to-end payroll and full reporting to Finance
- Ensure government payment ie EPF, Socso and PCB made on time
- Ensure documentation in order for Brand Audit, Control Self-Assessment Audit (Finance), 5S (Owner's requirement)

Jun 2010 - Apr 2012
(1 year 11 months)

Executive Secretary

Petraz Holding Sdn Bhd

Industry	Property / Real Estate
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Senior Executive
Monthly Salary	MYR 4,000

GMD Office:

- Providing full secretarial support to the GMD
- Managing the appointment and diary
- Check and ensure all documents, cheques, etc for approval have been vetted through before presented to GMD for signature and supporting documents attached
- Responsible to ensure smooth communication between subsidiaries and head office

- Recruitment - online posting and conduct interview in GMD absent
- Prepare payroll for 2 companies and submit claim every month.
- Ensure government payment ie. EPF, Socso & PCB made on time

Petraz :

- Coordinating correspondence between project consultant, architect and contractors.
- Follow up on the correspondence that need action to be taken
- Attend CCM & follow up on action matters
- Handling petty cash claim
- Attending meeting with banks or marketing agents
- Assist in marketing department in loan bank processing documents & other marketing documents

Oct 2008 - Mar 2010
(1 year 6 months)

Secretary cum HR

Kino Care (M) Sdn Bhd

Industry	Retail / Merchandise
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Senior Executive
Monthly Salary	MYR 3,800

- Provide full secretarial and administrative support to General Manager - record minutes of meetings, organization of files and updates of relevant information/ documentation etc
- Carry out the directives of the General Manager when the General Manager is absent from the office
- Coordinate and arrange appointments, meetings, company events and travel arrangements for General Manager and Management
- Prepare payroll and claim every month and ensure government payment i.e., EPF, Socso and PCB made on time
- Liaise with landlord on tenancy issues
- Liaise with Operations Team on related operational issues
- Process incoming/outgoing correspondence and monthly sales reports
- Organize and maintain files of correspondence, records, etc and follow up on pending matters
- Undertake other assignments or related duties specified by the Management

Jul 2007 - Oct 2008
(1 year 4 months)

Administrator

Straits Teamwork Pte Ltd

Industry	Construction / Building / Engineering
Specialization	Clerical/Administrative Support
Role	Administrative Executive
Position Level	Junior Executive
Monthly Salary	SGD 2,000

- Secretary & daily admin work, accounts & payroll for staff, prepare monthly progress claim, prepare payment & records GST

Nov 2006 - May 2007
(7 months)

Site Secretary (Contract)

Lurgi (Malaysia) Sdn Bhd

Industry	Construction / Building / Engineering
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Senior Executive
Monthly Salary	MYR 2,300

- Secretarial daily work, monitor and schedule consortium meeting, correspondence within consortium partners and client, transportation and accommodation of staff, prepare Daily & Weekly Manpower report & daily admin work.

Sep 2000 - Feb 2005
(4 years 6 months)

Clerk/Typist/Cashier

Public Bank Berhad

Industry	Banking / Financial Services
Specialization	Banking/Financial Services
Role	Credit Management
Position Level	Fresh / Entry Level

- Review of accounts, processing of loans, prepares report of Non-Performing Loans, collection units, reporting units & recovery units

Education

1995

Sekolah Menengah Vokasional Alor Gajah, Melaka

Primary/Secondary School/SPM/"O" Level in Others | Malaysia

Major	Office Management
Grade	Grade C/2nd Class Lower

Skills

Advanced	Typing, Quickpay, HR2000
Intermediate	PC Literate
Basic	Evo Financial

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Bahasa Malaysia	10	10
English	8	6

Additional Info

- SUMMARY OF PROFILE :
- More than 10 years' experience in Secretarial includes HR
- Proven ability to work with staff at all levels
- Passion for continuous learning and personal growth
- Highly motivated and driven, with strong desire to excel

About Me

Gender	Female
Age	43 years
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