

# RESUME



A challenging senior leadership position as a Human Resource professional managing full spectrum of HR functions focusing on learning & development, talent management & strategy, succession planning, people & culture transformation/change management, employee engagement, recruitment & selection, performance management, compensation & benefit, industrial relations, employee welfare and strategic HR functions in international corporations, GLC's and MNC's.

Key Competencies: Creator of Talent Strategy, Driver of Culture & Purpose, Board's Leader of Human Capital, Enterprise Change Leader, Trusted Advisor, Mentor & Coach

## Personal Details

First Name	: Mohd Irfan Bin Zainal Abidin
Gender	: Male
Date of Birth	: 6th May 1985
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Spoken Language	: 1. Bahasa Malaysia – Excellent 2. English – Excellent
Written Language	: 1. Bahasa Malaysia – Excellent

## Academic Profile

Qualification	: Master of Business Administration (MBA) – Human Resource
Academic Institution	: MARA University of Technology (UITM Shah Alam)
Achievement	: 3.49/4
Status	: Awarded
Qualification	: B.Eng (Hons) Electronics
Academic Institution	: Multimedia University
Achievement	: 2 <sup>nd</sup> Class Honours
Status	: Awarded

Qualification	: Certified Trainer (TTT/11906)
Professional Body	: Human Resources Development Fund (HRDF)
Status	: Awarded
Qualification	: Certified Leadership Development & Succession Strategist
Professional Body	: Human Capital Institute (HCI)
Status	: Awarded
Qualification	: Certificate in Malaysian Labour Laws
Professional Body	: Malaysian Institute of Human Resource Management (MIHRM)
Status	: Awarded
Qualification	: Certified Change Management Practitioner
Professional Body	: Prosci
Status	: Awarded
Qualification	: Hogan Assessments Certification
Professional Body	: Hogan, USA
Status	: Awarded

### **Brief Summary**

- \* Master of Business Administration (MBA) – Human Resource Management
- \* Bachelor Degree Honours in Electronics Engineering
- \* Certificate in Malaysian Labour Laws (MIHRM)
- \* Certified Trainer by Human Resources Development Fund (HRDF)
- \* Certified Change Management Practitioner (Prosci)
- \* Hogan Assessments Certification (Hogan,USA)
- \* Trainer for the group wide initiative called 'Sime Darby Online' for all subsidiaries and operating units across Sime Darby Group inclusive in Singapore, Indonesia, Thailand, Australia and etc.
- \* Attended the Design Thinking Crash Course at Genovasi – the only Design Thinking School in the ASEAN region, partner of the Hasso Plattner Institute (HPI) Potsdam University, a sister institute of the d.school at Stanford University, USA
- \* Certificate in Health Planning/OSH/ESH
- \* Personal First Aid/CPR
- \* Leadership Award – Sime Darby Leadership Centre (CEP)
- \* Ability to communicate articulately with people
- \* A Student Leader in university
- \* Good academic record from secondary school until university level

### **Professional Membership**

- \* Certified Professional Member of Australian HR Institute (CAHRI)
- \* Malaysia Board of Technologists (MBOT) Professional Technologist
- \* Member of Malaysia Institute of Human Resource Management (MMIHRM)
- \* Board of Engineers Malaysia (BEM) Graduate Member
- \* Institution of Engineers Malaysia (IEM) Graduate Member

### **Strength**

- \* Leadership: Elected as Vice President for Students' Representative Council, 2006-2007, Vice President for Malaysian Red Crescent Society, 2007-2008 and Deputy President for Engineering Society, 2005-2006. Actively involved in taking care of students' right and welfare.
- \* Artistic Expression: Performed and won in several singing competition before large audiences.

### **Awards and Honours**

- \* Guest Speaker for Globalization & Diversity in Talent Management Forum and Graduate Executive Trainee Program
- \* Leadership Award in Core Executive Programme Sime Darby
- \* 1<sup>st</sup> Runner Up in IEM Essay Writing Competition 2005
- \* Awards of Excellence 2000-2002 (Secondary School)
- \* Won the University General Election for 3 times since 2005-2007

## **Employment History**

### **Syarikat Takaful Malaysia Berhad**

- **Head, Strategic HR: April 2021-June 2022, August 2022 - Present**

Job Scope: Lead the overall Strategic HR, Talent Management & Succession Planning, Learning & Development, Employee Engagement, Transformation & Senior HR Business Partner role to the management & key business units. Spearhead and promote talent management and development practices to enable performance excellence and and strengthen the capability development. This is carried out through effective and efficient management of enterprise-wide learning and implementation by setting a learning & development direction, approach and learning pedagogy (learning architecture, adult learning, self-directed learning, life-long learning, and blended learning). Develop and formulate the digital workforce, workplace and workspace strategy to support business sustainability in the VUCA world. Responsible for senior management decision making in both operational and strategic direction for the organization. Strategically lead and drive resources, human resource (HR) strategies and other strategic agendas directed by the board/senior management to ensure the overall Human Capital Management framework is implemented in an integrated manner. Also design and develop innovative and cutting edge HR solutions in order to address organizational-wide issues relating to human resources. Provide HR advisory to senior management and line managers through engagement and knowledge-sharing opportunities. Drive the Takaful Malaysia branches people's transformation agenda across the organization. Also, partner with CHRO to drive and lead a fully-fledged HR functions company-wide.

- **Acting Head, Human Resource & Corporate Services: June 2022 – August 2022**

Job Scope: Act as Chief Human Resource Officer covering full spectrum of HR functions including Human Capital Planning, Learning & Development, Compensation & Benefits and Performance Management, Employee Relations, Human Resources Services with additional portfolios in Corporate Services (Property, Procurement & Logistics). Advise the Group CEO related to HR related matters which are sensitive and high-risk for the organization. Manage C-suite leadership movement, development and succession plan including the IDP. Engage with Board members in meetings and individual interactions on matters / issues which require navigation between C-Suites and Board. Establish a sustainable cultural transformation by designing high impact initiatives to drive the culture and engagement. Report direct to Group CEO and is part of the Senior Management team.

### **Employees Provident Fund (EPF)**

#### **Lead, Learning Solutions & Talent Development: August 2019-February 2021**

Job Scope: A key role to spearhead and devise the strategy for the C-Suite development plan/roadmap for 800 billion worth organisation to ensure a strong and competent senior leadership line up. Act as the people development architect to upskill and reskill approximately 6000 EPF employees nation-wide with the right functional and leadership & behavioural competencies to support the organization transformation agenda. To drive future learning initiative in line with the digital transformation and spearhead research tasks in terms of guideline and policy, design and curriculum as well as trends/benchmarks of learning at the local and global levels. Perform networking activities with third parties such as training consultants/universities/ private/public and other organizations related to Learning and Development at local and global levels. Represent EPF Learning Campus/EPF at any Management meetings, seminars or courses from any local, regional and international organizations. Drive the EPF Branches transformation agenda across the organization through comprehensive engagement initiatives. Lead training or facilitation and deliver talks pertaining to Learning & Talent Development. Plan and control approved learning budget while ensuring planned initiatives implemented with high efficiency and effectiveness. Co-drive and work closely with Head, People Matters Department and Director, EPF Learning Campus on related HR/Talent Management initiatives from time to time, so that it is aligned with the EPF objective, vision, mission, shared values and comparable to local and international benchmarks.

**Touch 'n Go Sdn Bhd****Head, Learning & Talent Management, Human Resources: May 2017-July 2019**

Job Scope: A senior management role to lead and drive learning and talent management function to create a culture of high performance and continuous learning in building human capital capability and talent pipeline. Develop and drive the learning & talent management roadmap, framework and conduct TNA to ensure effective learning/talent strategy and delivery company-wide. Lead the establishment and operations of Touch 'n Go Learning Academy, a one stop centre that promotes a lifelong learning culture and development of talents. Drive the Change Management initiatives to develop and deliver Learning, Talent and Organisational Development programs to help the employees to level up their professional and managerial skills in their current and future roles. Co- drive HR transformation efforts and strategies focusing on recruitment & selection, performance management, career development, leadership development, succession planning, Human Resource policy & procedure, compensation & benefit, engagement and employee welfare to enhance business performance. Provide HR advisory to senior management and line managers through engagement and knowledge-sharing opportunities. Implement employee engagement plan, including heavy involvement in recurring employee engagement activities & annual survey deployment. Also, assist Head of Human Resources & Administration (GM) to drive and lead a fully-fledged HR functions company-wide.

**UOA Hospitality (VE Hotel & Residence, Connexion Conference & Event Centre, Capri by Fraser)****Manager, Group Human Resources: December 2016-May 2017**

Job Scope: Oversee and drive HR functions in all UOA Hospitality properties inclusive of Talent Management, Training & Development, Recruitment & Selection, Performance Management, Compensation & Benefits, On boarding and Change Management to enable people and business performance. Co-drive HR strategies that enhance an organisation's effectiveness, transform culture, promote collaboration and develop high-performing leaders. Also double-hatting role as lead to develop, conduct and implement related training programs using effective training methodology. Develop and plan strategic approach to acquire right talents via effective recruitment & selection process. Execute Talent Management framework and facilitate performance and development conversations with parties involved. Execute HR projects/initiatives focused on improving performance, productivity, and team cohesiveness and drive change through operationalization of organizational development models. Advising and counselling employee in respect of duties, responsibilities, code of conduct/ethics, grievances and challenges associated with work and entitlements. Manage performance and facilitate development for team members via the appropriate interventions. Assist HR Director to drive and lead functional Human Resource Management capabilities across the hospitality group.

**Sime Darby Berhad****Acting Lead, Change Management: July 2011-November 2016**

Job Scope: To lead new initiative of change management in strategic HR. Develop standardized methods, procedures and process to position HR as a strong business enabler to support the conglomerate in identifying new opportunities for value creation. Plan the departmental budget for key initiatives/activities and ensure continuous support of the stakeholder by continuous communication. Drive the employment empowerment study to gauge employees' satisfaction and their acceptance rate on future HR initiatives.

Major achievements:-

- Managed to successfully lead change management initiatives in rolling out Sime Darby mindset, culture and leadership transformation RISE initiative (Results, Innovation, Sustainability and Energy) as part of the Group's five-year strategic blueprint to innovate and focus on the results targeted by adopting a new approach and bridge the gaps in business performance with almost 75% to 80% adoption rate.
- Managed to drive the change management activities for the Sime Darby.ONline initiative groupwide which covered the transitioning over from Lotus Notes to Microsoft Outlook 2013 email. At the end of 2014, 18,000 email users (approximately 99% of total email users) across the Group were on Outlook with a variety of tools and online training materials produced to allow employees to familiarise themselves with the new processes.
- Achieved an average of 70% in Global Employee Engagement Survey (GEES) conducted by Aon Hewitt Malaysia for Sime Darby Group Head Office from through numerous strategic HR engagement and transformation initiatives carried out

**Sime Darby Berhad****Specialist, Change Management: March 2011-July 2011**

Job Scope: To initiate change initiatives across the group. Develop standardized methods, procedures and process to position HR as a strong business enabler to support the conglomerate in identifying new opportunities for value creation. In charged of the Brownbag engagement forum with end users to gather issues and devise necessary strategic action plan. Conduct the employment empowerment study to gauge employees' satisfaction and their acceptance rate on future HR initiatives.

**GBS, UiTM Shah Alam****Research Officer: January 2009-December 2010**

Job Scope: Assisting lecturers and professors in preparing their research proposals, methodology and theoretical framework to generate quality Applied Business Research / Thesis. Prepare the teaching materials for the academicians and coordinate research activities.

**Petlin Malaysia Sdn Bhd (Subsidiary of Petroliaam Nasional Berhad)****Instrument Engineer: July 2008-December 2008**

Job Scope: In charged of projects and instruments in petrochemical plants. The task also involves site visits, design verification, troubleshooting, and maintenance. Prepare documentation and submit weekly and monthly report. The team report to Manager of Petrochemical Business.

**Referees****Upon Request****Supplementary Information**

Willingness to travel	:	Yes
Willingness to be relocated	:	Yes
Possess own transport	:	Yes
Expected salary	:	RM 18,500