

Lee Chia Long (Alven)

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Alven comes with recruitment experience for both In-house & Agency. Skilled in Executive Search & Foreign Knowledge Worker Hiring for the position within the functions of Finance & Accounting, Banking, Digital Marketing and Sales. Knowledge with Employment Pass, Employment Act (Intermediate), Payroll/TAX (Basic) and Recruitment (Permanent, Contract & Temporary hiring) & HR Compliance.

WORK EXPERIENCE**AXICORP MALAYSIA / SINGAPORE****Regional Partner – Recruitment & Onboard Consulting Manager**

9/2022 – Present

Responsibilities:

- Managing end-to-end recruitment for Malaysia Office & certain replacement roles for Singapore Office.
- Handling junior & senior positions across different markets such as Malaysia, Vietnam, Thailand, Philippines, Japan, Korea, Indonesia & Singapore.
- Handling for the onboarding including Accommodation & Flight Booking, Bank Account Opening, and all the systems' briefing/guiding as well as passport Submission & Collection.
- Handling MY Staffs' Payroll & Claims
- Handling MY Staffs' HR Matters including Merit Increment, Leave, Offer Letter & Addendum Letter review, Termination & IR Issues.
- Responsible for all the employee engagement in MY Office including Annual Dinner etc.
- Responsible for MY Office's Budget, Contract Renewal, Facilities, Pantry Snacks/Drinks, First Aid & etc.
- Point of Contact for Malaysia Office to Regional Folks & providing the consultation to Regional Line Manager or Upper Management.

Achievements

- Successfully landed more than 15 people in the Malaysia Office within the 1st 3 months by solving their Employment Visa Issues.
- Successfully created a warm, friendly & loving working environment.
- Successfully done an Annual/Christmas Dinner which impressed the CEO, CCO & Regional Office – Singapore.
- Successfully building up a good relationship with Regional Line Managers / Business Units.

TDCX (MY) SDN BHD

Assistant Manager, Talent Acquisition

3/2022 – 8/2022

Responsibilities:

- Managing a team of 20 in delivering the recruitment solution to our clients. Portfolio including FinTech (CFD & Crypto), Hospitality, Entertainment, Gaming, Digital Marketing & IT Sales across APAC as well as cross country hiring arrangement with counterpart.
- Acting as an Account Manager in solving all the issues within the project for both Client & Candidates.
- Responsible for the project's recruitment report and weekly review with the client.
- Assisting the team members for the Senior/Technical Hiring across different projects as well as Internal HR hiring.
- Handling all Recruitment Agency as well as advising on the business terms of the agreement and all invoices checking.
- Assisting on the Salary Benchmark.
- Monthly Incentive & SA Payment Report.
- Process Improvement within the Talent Acquisition Team as well as restructuring.
- Handling Employment Pass application/status.

Achievements

- Promoted to Assistant Manager, Talent Acquisition within 9 months, grow the team from 3 to 15 members, up to 20 members currently and the team is the highest achieving/most stable team in TA Team.
- Manage to set up a Sourcing Hub and manage the hiring efficiency by getting support from the centralized sourcing hub.
- New workstream setup within Talent Acquisition function.
- Acting HRBP for 3 months while there was no HRBP support at that time.

TDCX (MY) SDN BHD

Talent Acquisition Lead

6/2021 – 2/2022

Responsibilities:

- Primary responsibility is to deliver recruitment solutions for the workstream of CFD, Cryptocurrency, IT Tech, Digital Marketing & Hospitality.
- Managing a team of 15 in delivering about 80+ HCs on a monthly basis across different workstreams.
- Expatriate Management - Employment Pass & Relocation
- Stakeholder Management - Approximately 20 internal stakeholders & 10 external stakeholders.
- Compliance - Recruitment (Job Ads, Process, Documentation etc)
- Strategic Planning - Project based hiring & Internal Talent Acquisition Headcount Planning.
- Agency/Vendor management – Pricing negotiation and reviewing the business terms.
- Handling 10 projects and overseeing 1 main project (12 TAs) & internal hiring.

- Cross country arrangement with Korean, Japan & Philippine – Inter-co agreement, IT Device & HR
- TA Incentive & Service Agreement final checking

Achievements

- Promoted to TA Lead within 8 months, standardized the team and became the most stable TA Team in TDCX.
- New people manager with no team management experience and successfully expand the team from 3 team members to 15 team members.
- Succession planning – able to take up about 400+ HCs in a quarter.

TDCX (MY) SDN BHD

Senior Talent Acquisition Expert

11/2020 – 6/2021

Responsibilities:

- Primary responsibility is to deliver recruitment solutions to our clients for the FinTech (CFD) project, acting as an Account Manager in solving all the issues within the project for both Client & Candidates.
- Focuses on the delivery of recruitment for the positions within the functions of Sales (B2B & B2C), Marketing (Online Marketing, Social Media Marketing & etc.), Customer Service, and Training & Quality Assurance for APAC & MENA.
- Handling full cycle of recruitment including Offer Letter drafting, EP Process and Senior Candidate Management (Salary up to RM85,000+/m).
- Responsible for the project's recruitment report and weekly review with the client.
- Assisting the team members for the Senior/Technical Hiring across different projects as well as Internal TA hiring.
- Assisting the team members for vendor meetings (Recruitment Agency) as well as advising on the business terms of the agreement.
- Assisting on the Salary Benchmark.

Spring Professional, Malaysia (Adecco Group)

Consultant, Finance & Accounting

02/2020 – 11/2020

Responsibilities:

- Primary responsibility is to deliver recruitment solutions to our clients primarily within Investment Banking (offshore), Industrial & Manufacturing Industry.
- Focuses on the delivery of recruitment needs within Oil & Gas, Logistics, Marine & Shipping, Manufacturing, Plantation, Heavy Equipment & Investment Bank for roles such as Costing Manager, Finance Manager, Financial Controller, International Settlement Manager & Wealth Manager.

- Actively analyze the market's talent outlook and effectively map out the talent pool for client's recruitment needs as well as advising clients on hiring directions and strategies.

Achievements:

- First biller among the new joiner (5 consultants) during MCO period.
- Successfully secured both business deals with a big client (Top 3 in Malaysia) and offered the candidate the next month after the 1st billing.

Webhelp / Sellbytel Services Malaysia SDN BHD

Recruiter, APAC Market

11/2019 – 02/2020

Responsibilities:

- Primary responsibilities are to manage the end-to-end recruitment for the premium client. (High volume recruitment across ASIA – Russia, Spain, France, Portugal, China, Korea, Japan, Vietnam, Thailand, Indonesia & IPBS market).
- Managed more than 30 positions/candidates at the same time from Senior Level up to Director Level (Salary ranging from RM15,000 – RM35,000 per month).
- Responsible for the strategic recruitment of the target markets and to build up the talent pool for the premium client.
- Guiding the team members with regards to sourcing, screening, Interviewing, offer management, on-boarding, income tax, job posting & etc.
- Consistently update the client about the EP status of the candidates by providing recruitment reports.
- Responsible for the end-to-end Recruitment's Compliance – Application Form checking, Job Advertisement, Recruitment Process, Documentation, Reference Check & etc.
- Attend weekly recruitment meetings with the premium client and present the recruitment report & EP status.
- Review & Verify each offer letter by checking the documents and system to ensure high accuracy.
- Identify the job portal by analyzing the applicants and relevant data.
- Managed a team of 8 (7 recruiters & 1 HR Admin – Employment Pass) and reporting to the Recruitment Manager.

Achievements:

- Successfully closed the position within the 1st month for the role that has been opened for a year.
- Received a compliment from the premium client by providing excellent services to them.

Adecco Staffing & Outsourcing SDN BHD (Adecco Group)

Recruitment Consultant, Sales & Marketing

04/2018 – 11/2019

Responsibilities:

- Primary responsibility is to deliver recruitment solutions to our clients primarily within IT, Retail & FMCG Industry for Contractual & Temporary Hiring as well as Outsourcing Project. – Local & Oversea Clients
- Focuses on the delivery of recruitment needs within IT, Luxury Retail, Travel Retail & FMCG – Head of Sales & Business Development, Field Marketing Specialist, Regional Marketing Specialist, Key Account Manager, Retail Manager, Retail Supervisor, Beauty Advisor, Make-Up Artist & etc.
- Key Account Management by providing excellent service to the clients. (Top 20 Accounts & Key Accounts)
- Responsible for the weekly recruitment report and presentation for both Office & Industrial Teams.
- Assisted the Director of Operations regarding the QBR (Quarterly Business Review) & MBR (Monthly Business Review) by providing the Business Forecasting & Recruitment Report.
- Assisted the Sales Team regarding the Service Fees negotiation with the clients by providing the Margin Analysis Report and relevant data.
- Worked closely with the Regional Sales Team (Singapore) for the TOB (Terms of Business) negotiation by providing the market info and relevant data of the Top/Key Clients.
- Assisted the HR & Client Service Team regarding the Offer Letter, OT Calculation, On-Boarding, Areas of Improvement for the clients etc.
- Assisted the Billing & Finance Team for the invoices, collection & security deposit for the local & overseas clients.

Achievements:

- Adecco WOW Award
- Customer Centricity Award – Adecco Core Value
- Entrepreneurship – Adecco Core Value
- Client Centricity Award
- Raising Talent in Adecco Malaysia for the program of Young Talent Round Table
- Compliment Letter & Email from the Top Clients (Local & Oversea Clients)
- Successfully delivered 3 Temporary Projects with 88 Head Counts
- Record holder for the placement of highest salary
- Highest BD Call & Job Order Received
- Top Placement in Sep 2018
- Member of Help University's career talk and resume's advisor
- Highest Gross Profit Contribution - RM790,000 within 4 months

EDUCATION:

2017 Diploma in Mass Communication – Erican College

CERTIFICATE:

- Hiring Solution Workshop – Jobstreet
- PCEIA (Pre-Contract Examination for Insurance Agent – The Malaysian Insurance Institute
- CEILLI (Certificate Examination in Investment-Linked Life Insurance) – The Malaysian Insurance Institute

SKILLS:

- Salesforce – Talent Rover
- Boolean & Keyword Searching
- SAP – Success Factor
- Microsoft Excel – Sum, Pivot Table, HLOOKUP, VLOOKUP & Sum If

LANGUAGE:

- English – Written & Spoken
- Bahasa Malaysia – Written & Spoken
- Mandarin – Written & Spoken
- Cantonese (Dialect) - Spoken
- Hokkien (Dialect) - Spoken