



MOHD IKZALHADIM MAT ZIN

📍 Kuala Lumpur Malaysia

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SUMMARY

Resourceful HR professional with 18 years of experience in financial institutions & IT industry. Culturally-sensitive and ethical professional with demonstrated success partnering with business in developing and implementing optimized people solutions. Strategic problem solver and change manager specializing in organizational development, talent and performance management, culture and employee engagement. Drive company advancement by translating C-level directives into actionable initiatives to strategically impact and benefit the employees. Expert in stakeholder relations, workforce analytics, employee engagement and strategic people planning across business levels and segments.

SKILLS

- HR Business Partnering
- HR Strategy
- Performance Management
- Employee Engagement
- Talent Management

EXPERIENCE

January 2018 - December 2022

Vice President, Organizational Development Specialist OCBC Bank Malaysia Berhad | Kuala Lumpur, Malaysia

- Lead and champion the implementation of **Workforce Transformation Initiative (WTI)** analysis approaches, applications and tools for a high-performing workforce within the organization through 3 year's Workforce Transformation Initiatives in OCBC Bank Malaysia since 2019
- Project managed and created team of collaboration between HR business partners, key business leaders and C-suite executives from sought the leaders buy in **identifying critical roles, ranking & prioritizing the transformative roles, assessing right competencies & make recommendation of action plans coupled with learning roadmap to achieve the desired state of transformations**
- Networked with industry contacts to gain competitive insights and inform best practices.
- Perform internal and external research to inform changing workforce and organization trends and needs
- Evaluate **workforce data and trends and make recommendations to optimize Bank's workforce structure** based on outcomes of the analytical study
- Co-design with Group OD Singapore, customize and execute deployment of new **performance management framework, system and change management** program for OCBC Bank Malaysia in 2020
- **Oversees and manages** all activities related to the performance management cycle and manages all communication, sensitization and monitoring of the process to ensure its effectiveness and relevance to the business needs
- **Provide leadership and coordination** for Performance Management and improvement initiatives, ensuring their alignment to improving the Bank's operational and program effectiveness; and ultimately evaluating the impact that these initiatives have on organizational performance
- Delivered strategic input and advisory into people planning, manpower rationalization in align to business decisions and objectives.
- Determined performance goals and offered tactics for achieving milestones.

January 2018 - December 2018

- Job Evaluation
- HR Transformation
- Organization Development
- Coaching
- Event Management
- Succession Planning
- Creative Writing
- HR Policies and Framework
- Recruitment
- Project management
- Stakeholder Management
- Employee Relations
- Workforce Planning & Analytics
- Compensation & Rewards
- Planning & Execution
- Negotiation
- Training & Learning Development
- Competency Framework
- Data Analysis
- Analytical Thinking

ACHIEVEMENT

- Most Active & Motivated Staff Award (Standard Chartered Bank Malaysia Berhad) (2007)
- Living the Values: Courageous (Standard Chartered Bank Malaysia Berhad) (2008)
- Champion for 2 Gold MiHRM Award (Standard Chartered Bank Malaysia Berhad) (2011) won in Employer of Choice 2011 & HR Breakthrough Award 2011
- CB HR team won CEO Here for Good Award Standard Chartered Bank Malaysia Berhad) (2010 - 2011) Champion of Consumer Banking Volunteering & Engagement initiatives in the country since 2010. Recorded 110% participation rate involved; 1738- man days as opposed to 1580 target for Volunteering initiatives
- Completed single license project for AIA merging & acquisition with ING Single entity HR integration project including organization design, job

Vice President, Human Resource Relationship Manager OCBC Bank Malaysia Berhad | Kuala Lumpur, Malaysia

- Partnering with Head Branch Distribution and Premier Banking team to deliver strategic people agenda
- Partnering with line managers in configuring and deploying people policies, products and processes to drive engagement thereby driving business performance
- Facilitate and monitor robust talent pipeline to meet the future needs of the functions through managers identifying developing and appropriately stretching talent at every level
- Manage all employee relations concerns are dealt with promptly, in line with relevant regulations and policy or guidance
- Manage the annual performance and compensation review for area of responsibility, whilst ensuring financial discipline, driving performance differentiation and cascading of key messages
- Collaborate with Business HR colleagues on all products e.g., Engagement and Talent Management, to agree stakeholder engagement, drive functional strategies, processes and messages
- Collaborate with colleagues across HR (including specialists and service delivery) to ensure continuous improvement in the function
- Support the continuous review of their businesses operating model for alignment to the business strategy using all available data to assess effectiveness and demonstrate proactivity in surfacing and securing resolution to points of misalignment
- Manager, Organizational Development & Employee Relations

December 2014 - April 2017

Manager, Organizational Dev. & Employee Relations Petronas ICT Sdn Bhd | Kuala Lumpur, Malaysia

- Manage and monitor the Organizational Development (OD) department comprises of organizational design & structure, job architecture, job description as well as job evaluation and grading within PETRONAS ICT
- Lead and manage job analysis and job evaluation to determine appropriate salary grade or level assignment for new position created or current position role with expanded scope of responsibilities
- Monitor the organization structures in ensuring the structure and number of jobs are updated and reflect current manpower needs
- Manage the workforce planning and deliver yearly manpower planning update and analysis
- Strategize plan to embed understanding among champions/leaders determine links between engagement and outcomes such as turnover, healthcare costs, grievances, among other engagement drivers
- Conduct organization vitality exercise to assess on structures and reporting relationships, span and layer and manager-employee ratios for Management Committee to support the organization business objectives and directions as well as inputs to employee promotion and talent development
- Develop a comprehensive and sustainable employee engagement strategy

leveling, and total rewards harmonization.

- Increased overall 7% score for PET-ICT in Employee Engagement Survey by Aon Hewitt (2016)
- Completed 3 phases of HR Transformation (2016 - 2017). Lead the Employee Relations and Organizational Development pillars delivering full spectrum of their strategy, framework, policies, guidelines and SOPs for Petronas ICT.
- Delivered effective talent retention and engagement program for Branch Distribution OCBC (2018 - 2021) resulted to reduction of 10% in attrition rate (Sales Distribution) and Employee Engagement score increased by 9% from 80% to 89%

- Develop employee engagement framework, focusing on diversity and inclusion /human rights
- Establish an effective communication plan and provide content for various communication vehicles
- Design and deliver employee events to create and sustain dialogue around engagement
- Facilitate and collaborate with senior management to develop strategies and demonstrate links between engagement and their strategic goals
- Partnering with respective stakeholders to design, deploy, and evaluate effective and efficient engagement surveys
- Conduct focus groups to deep dive, further sensing and complement engagement surveys
- Strategize and work with cross-functional teams to identify division/location needs while balancing the overall purpose and requirements of the employee engagement strategy

August 2012 - November 2014

HR Business Partner AIA Berhad | Kuala Lumpur, Malaysia

- Assesses and anticipate, -related needs, provide ideas and challenge to management teams, acting as catalyst for change and through collaborative partnerships across the organization deliver value-added service to management and employees that reflect the business objectives of the organization
- Provide professional senior level, strategic & operational HR advice on the interpretation of HR policies & procedures, employment legislation, recruitment strategies, talent management and capabilities development, workforce planning, employee retention, culture and engagement, grievances and dispute handling, performance management and other HR services
- Strategize talent acquisition and workforce planning with respective business leaders
- Responsible to plan and manage full cycle recruitment activities from workforce planning, selection of candidates, interviewing, prepare salary proposal, onboarding activities: performing end-to end hiring process
- Drive initiative and engagement activities as part of strategic people agenda
- Work with cross-functional teams to identify division/location needs while balancing the overall purpose and requirements of the employee engagement strategy
- Lead, coach & motivate business leaders in the development of building ownership and engagement at all levels business unit in identifying talent development needs, executing plans and rolling out talent development and management initiatives
- Implement, monitor and gather feedback on improvement required for Talent Development products and offerings
- Collaborate with Compensation and Benefits specialist in engaging the business units in the development, implementation and evolution of performance management and rewards working to embed a strategic and integrated approach across the organization
- Key HR personnel in integration projects (merging and acquisition) with ING

Takaful and Takaful single license.

August 2005 - July 2012

HR Relationship Manager Standard Chartered Bank Malaysia Berhad |
Kuala Lumpur, Malaysia

- Develop and secure agreement to a Strategic People Agenda which is aligned to business/ function strategy thereby driving performance through organization design and a continued focus on the factors which drive engagement
- Continuously review the business or function's operating model for alignment to the business strategy using all available data to assess effectiveness and demonstrate proactively in surfacing and securing resolution to points of misalignment
- Integrates HR products to provide business solutions
- Collaborate with colleagues across HR including CoEs and Shared Service Center (service delivery team) to ensure continuous improvement in the Function
- Ensure a robust talent pipeline to meet the future needs of the business through managers identifying, developing and appropriately stretching talent at every level
- Play key role in HR services such as the design of work positions; hiring; reward, recognition and strategic pay; performance development and appraisal systems; career and succession planning; and employee development
- Drives the Bank's culture in creating a preferred workplace for SCB employees and fosters an environment where employee behavior is aligned to SCB values
- Champion the employee engagement, diversity and inclusion agenda, Corporate Social Responsibility initiatives in the country.
- Conducted comprehensive relationship reviews to understand and develop solutions for client needs, partnering with specialists to resolve specific issues.

EDUCATION AND TRAINING

September 2004

Bachelor's Degree | Mass Communication (Public Relations)
Universiti Teknologi MARA, Shah Alam

Master of Arts | Counselling

Open University Malaysia, Kuala Lumpur, Malaysia

REFERENCES

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