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CAREER OUTLINE

An all-rounder equipped with the know-how as a Human Resource Practitioner. I represent my great self as modest as ABC – AMIABLE, BOLD & CREATIVE.

My career objective is to build an enduring career in the Human Resources Management line with the opportunity for career growth, seeking a responsible job with a prospect for professional competencies, and to utilize my skills in the best possible way for achieving goals.

AREAS OF INTEREST AND PROFICIENCY

- Talent Acquisition, Management & Recruitment
- HRBP & Administration Management
- Employee Relations, Culture & Engagement
- Industrial Relations

ACADEMIC CREDENTIALS

- Bachelor of International Business
University of East London UK, 2009-2011 (Second Class Upper)
- Diploma in Business Administration
Stamford College, 2005-2007
- SPM
Sekolah Kebangsaan Bukit Indah, 2000-2004

WORKING EXPERIENCES

August 2022 – Present:
PLUS Malaysia Berhad
Assistant Manager, Talent Acquisition & Branding | Human Resource Division

RESOURCING & RECRUITMENT EXCELLENCE

- Manage end-to-end recruitment processes such as screening, shortlisting, coordinating interview arrangements and develop sourcing strategies within the targeted market's such as operations nation-wide, legal, corporate communications, audit, procurement, governance, commercial, retail and leasing operations, and projects delivery departments.
- Develop and drive talent acquisition strategies and proactively build an ongoing pipeline of qualified candidates to ensure future talent needs are met.

- Maintain and manage onboarding and offboarding for all employees including regular reviews of talent management process within the business areas.
- Train hiring managers on recruitment policy and procedures and how to conduct interviews.
- Focus on employee retention exercises by working closely with internal rewards team.
- Research, source, and screen potential candidate's resume using a variety of recruitment and direct sourcing methods such as LinkedIn Recruiter, Job-street, cold calling, professional networking, referrals, and resume search to establish comprehensive candidate pools and database.
- Managing a recruiting pipeline including determining resource status and needs, coordinating recruiting events and activities, managing referral and post offer processes, ensuring a smooth and timely selection and appointment of candidates.
- Managed the hiring process as requested by hiring manager to ensure efficient and effective recruitment and selection procedures in line with the agreed SLAs.
- Develop close relationship, two-way engagement for business priorities, and guidance to hiring managers on all aspects of hiring process to ensure hiring manager's satisfaction through the end-to-end recruiting cycle as well as to conduct interviews with the hiring manager to select best fit candidates based on the skills and behaviors required for the positions.
- Conduct interviews with the hiring manager to select best fit candidates based on the skills and behaviors required for the positions and build positive candidate experience throughout the entire recruiting process, maintaining a line of communication and implementing changes based on candidate responses to display good PLUS brand.
- Provide recruitment updates and dashboard e.g., time to fill and aging of position to monitor the recruitment process efficiency and effectiveness.
- Establish good working relationships with target universities and profession bodies to further develop and implement the graduate recruitment marketing campaign for job opportunities to promote employer brand.
- Analyze and conduct benchmarking of effective recruitment methods and processes in the industry to ensure best recruitment practices are implemented and aligned with Plus Malaysia Berhad directions and requirements.

EMPLOYER BRANDING

- Develop and execute talent branding strategies enabling the organization to achieve best in class as an employer of choice in the industry.
- Develop and execute competitive Employee Value Propositions (EVP) including the design of programs, plans and initiatives to nurture positive employee experience in attracting external top talents.
- Design, execute and collaborate with the internal stakeholders to develop comprehensive internal Talent Value Propositions (TVP) to strengthen talent retention strategy.
- Drive employer branding initiatives and leverage digital platform to advocate PLUS visibility and creating top of mind awareness in the industry to attract high quality talent.

- Lead the internal and external research survey for employer of choice to ensure PLUS is one of the competitive employer brands.
- Utilize feedback from internal and external talents to enhance the branding programs to ensure it accurately reflects employee experiences.
- Work closely with internal stakeholders to enhance the current benefits and rewards for employee by ensuring it is reflective to the industry trends to amplify the brand to attract high-quality talents.

April 2021 – July 2022:

DKSH Malaysia Sdn Bhd

Assistant Manager, Resourcing & Talent Acquisition | Human Resource Division

RESOURCING & RECRUITMENT EXCELLENCE

- Managed end-to-end recruitment process and developed strategies to source within target market for consumer goods, e-commerce, food service, technology and performance materials departments.
- Reviewed and evaluated resumes, selecting best-fit candidates for interviews and multi-Business Unit fulfillment of positions in a timely, cost-efficient manner.
- Extend employment contracts and negotiations.
- Support recruitment training and on boarding activities.
- Assist in communicating effectively and creatively on recruitment related activities (internal/external).
- Participate in career fairs and other recruitment activities and projects.
- Maintain accurate and well-ordered documentation on all candidates, searches, and other recruiting activities.
- Involved in ad hoc project and other tasks assigned - digitalization, process improvements.
- Built strong rapport with hiring managers and project teams to understand requirements and business demands.
- Assisted in developing budgets and short-term forecasts for yearly recruitment plans.
- Worked closely with human resource teams and hiring managers - identify, analyze all key recruitment issues and generating appropriate solutions.

April 2019 – April 2020:

Petronas Lubricants International Sdn Bhd

Human Resource Projects Executive | Group HRM Department

HUMAN RESOURCE POLICY & DEVELOPMENT EXCELLENCE

- Reviewed, developed & implemented all current local and global Human Resource policies.
- Harmonized Human Resource SOPs in the APAC regions.
- Monitored the effectiveness of all Human Resource policies and procedures.
- Facilitated the execution of compensation & benefits policies.

- Executed human resource strategies/initiatives, in partnership with the respective businesses, to support their business strategy and direction.
- Supported the business culture and organization by developing and driving suitable human resource strategies, partnered with business leaders to drive the workforce effectiveness and support the business growth with a vision to build a culture focused environment and emphasis on its people, high performance standards and ability to make changes.
- Acted as the focal point for Petronas Lubricant International group employee engagement, particularly on human resource policy communication and implementation, managing conflicts, responding to staff queries and complaints to ensure a harmonious working environment.
- Managed all human resource information and employee data to ensure accurate and timely update in the HRIS system.
- Generated analysis and produced reports relating to human resource operation matters including manpower budgeting.

February 2017- April 2019:

Kudrat Partners & Co (M) Sdn Bhd

Assistant Manager | Human Resource and Administration Division

RESOURCING & RECRUITMENT EXCELLENCE

- Focal recruiter for internal and external recruitment of business accounts covering 200 recruitments.
- Performed global sourcing deliverables via active Premium LinkedIn search, liaising with external agencies, and posting of Job advertisements on all available platforms.
- Managed employment screening, interviews & past employment background checks.
- Analyzed manpower status from time to time.
- Developed and maintained relationship with hiring managers and provide guidance on recruitment related activities.
- Managed organization competencies through dynamic recruitment, retention and development strategies.
- Proactively involved and drive talent management program to retain talents while maximize the talent capabilities via effective program, coaching, and training.

COMPENSATION & BENEFITS

- Maintained employee medical insurance & monthly expense claims.
- Benchmarked compensation and benefits with the market to support salary review proposals that ensure market competitiveness and factors in employee preferences.
- Created and overseen the implementation of HR plans and programs related to organizational design, development, and change, focused on building strategic capabilities and driving a culture that embraces innovation and performance.
- Coordinated and administered general staff appraisals as well as Quarterly and Yearly appraisals.
- Partnered with the internal center of excellence for learning & development as well as total rewards to enhance and develop HR policies and processes.

HUMAN RESOURCE POLICY DEVELOPMENT & CONSOLIDATION

- Developed & enhanced standard operating procedure (SOP) on monthly basis.
- Enhanced office policy management.

EMPLOYEE RELATIONS (ER) & INDUSTRIAL RELATIONS (IR)

- Processed ER/IR cases majorly on under-performance, disciplinary and grievance.
- Conducted pre-investigative measures prior to thorough investigation procedures.
- Participated in disciplinary procedures review to ensure compliance with applicable laws and company policies and procedures. Counsel and coach employees and managers on corrective action.
- Acted as an adviser on labor law related aspects in Malaysia and ensuring compliance in the organization.
- Ensured compliances with all statutory requirements in respect of employment, downsizing, transfers, and promotions.

OFFICE MANAGEMENT

- Maintained office equipment.
- Handled attendance management system for all staff.
- Prepared employment letters, contracts, confirmation letter, warning letters, resignation acceptance letters, and increment & bonus letters.

TRAINING & DEVELOPMENT

- Proposed & coordinate relevant and suitable workshops/courses/exhibition to be attended by relevant employees for the year.

September 2014 – January 2017:

Grand Paradise Holdings Sdn Bhd

Assistant Manager | Human Resource and Administration Division

RECRUITMENT & MANPOWER PLANNING

- Managed recruitment, interview, medical examination, & background check.
- Overseen & carried-out current manpower status & future forecasting.
- Handled new employee induction/orientation & placement.
- Lead key HR processes in support of talent program: talent review and succession planning, career management and development in performance management and talent acquisition.
- Managed job posting, comprehensive recruitment campaign planning, initial assessments, interviews, offers and onboarding process.
- Managed CV screen and conduct thorough behavioral based interviews and phone screens to assess both skills and attitude fit for the role.
- Proactively and confidently managed the offer extension and closing process.

COMPREHENSIVE PAYROLL MANAGEMENT

- Vetted & verified staff annual, medical & overtime claims and leaves
- Handled monthly payroll preparation using (UBS) payroll system.
- Handled monthly statutory preparation & payments to KWSP, SOCSO, LHDN & HRDF.
- Handled visa & work permit application with immigration for expatriate employees.

COMPENSATION & BENEFITS

- Maintained employee medical insurance (PA, Life & Hospitalization & Outpatient).
- Managing the Performance Review process & facilitating an objective and fair assessment based on open communication between appraisers and their team members.
- Managed employee salary plan by conducting periodic salary surveys, scheduling & conducting job evaluations.
- Prepared budgets & recommending, planning, and implementing pay structure revisions.
- Continuously reviewed employee benefits programs by studying and assessing benefit needs and propose changes if necessary.

HUMAN RESOURCE POLICY DEVELOPMENT & CONSOLIDATION

- Developed & enhanced standard operating procedure (SOP) on monthly basis.
- Enhanced office policy management.
- Designed sustainable long-term HR strategies and providing practical mid-term solutions to meet business goals and achieve company vision.

EMPLOYEE RELATIONS (ER) & INDUSTRIAL RELATIONS (IR)

- Processed ER/IR cases on disciplinary and grievance management.
- Conducted investigation on misconducts by employees.
- Supported in reviewing ER/IR SOP and manual.

OFFICE MANAGEMENT

- Supervised all procurement matters (stationery, vendor, & equipment).
- Handled compliance with DBKL regulations, licensing, and other local bodies.
- Prepared and handled administrative report, employment letters, contracts, confirmation letter, warning letters, resignation acceptance letters, and increment & bonus letters.
- Prepared office budget and expense reports monthly.

TRAINING & DEVELOPMENT

- Proposed & coordinated relevant and suitable workshops/courses/exhibition for employees.
- Accountable for providing comprehensive human resources programs to support the Company's major initiatives.

August 2011 – August 2014:
Proton Edar Sdn Bhd
Management Trainee

PROJECT MANAGEMENT

- Brainstormed for projects implementation on business process improvement.
- Drafted project proposal papers for management approval.

SALES & MARKETING MANAGEMENT

- Forecasted & planned sales figures.
- Campaign, promotion & market research management.
- Budget management & allocation for business process improvement.
- Vehicle comparison on specification, features & offering between Proton Edar and its competitors including potential future competitors.
- Designed product brochures, key selling points, product pricing & maintenance cost breakdown for all current and future proton models.

January 2008 – December 2008
TLC Marketing Worldwide Sdn Bhd
Customer Service | Product Development Executive

CUSTOMER SERVICE & ADMINISTRATIVE MANAGEMENT

- Made calls, bookings for flight & hotel for customers in Asia pacific.
- Handled inbound call and assist on customers' inquiries, order placement, service request and complaints.
- Have covered LG and Philips Projects.
- Handled all administrative duties.

KEY SKILLS & COMPETENCIES

- ✚ Microsoft Office Applications.
- ✚ Human Resource Information Systems (HRIS).
- ✚ UBS Payroll.
- ✚ Leadership Skills.
- ✚ Strong Communication Skills.
- ✚ Problem Solving Skills.
- ✚ Good Knowledge of Current Employment Laws & Procedures.
- ✚ Proven Ability to Build Relationships at Many Levels.

REFERENCE

- ✚ Upon Request