

HUMAN RESOURCE MANAGER

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WORKING EXPERIENCE

1. STEMLIFE BERHAD

Oct 2019 – Present

Position: Human Resource Manager

Job description:

- Leading a team of 5 Human Resources, Administrator and Office assistants.
- To oversee the day-to-day operation, manage the full spectrum of Human Resource functions in HR including manpower planning, recruitment, selection, onboarding, employee engagement, business partnering, industrial relations, performance evaluation, compensation, benefit, receptionist and office administrator.
- Ensure that the HR operations comply with overall policies and develop measures to ensure adherence and consistency in application.
- Provide HR advise to department head / leader to cope with business growth and challenges in the market.
- Handle staffing issues either by counseling or implementing disciplinary action.

2. SELLBYTEL - WEBHELP**23 Nov 2018 – Oct 2019****Position: Human Resource (Recruitment) – Assistant Manager****Job description:**

- Leading a team of 7 recruiters, interns and HR admin focused on Recruitment.
- To oversee the day-to-day operation with a specific focus on the Recruitment Function of the company.
- Manage the full spectrum of Human Resource functions in HR: APAC manpower planning, recruitment & selection, performance evaluation and administrative functions.
- Manage and work closely with foreign workers' permits and expatriate permits with the Expat team.
- Manage the fast-paced recruitment and selection of desired headcount, inclusive of indirect labor and foreign workers.
- Ensure that the operations of the Recruitment department comply with overall policies and develop measures to ensure adherence and consistency in application.
- To handle APAC job posting, source for new hires, interview candidates, conduct reference checks, conduct orientation and facilitate onboarding program.
- Provide HR advise to the department head to cope with business growth and challenges in the market.
- Handle staffing issues (working closely with respective leaders) either by counselling or implementing disciplinary action.

Reason for Leaving: Career Enhancement

2. TELEDIRECT TELECOMMERCE**June 2018 – Nov 2018****Position: Human Resource (Recruitment) – Assistant Manager****Job description:**

- Leading an APAC team of 10 recruiters, interns and HR admin focused on Recruitment.
- To oversee the day-to-day operation with a specific focus on the Recruitment Function of the company.
- Manage the full spectrum of Human Resource functions in HR including manpower planning, recruitment & selection.
- Manage and handle Foreigner workers permit and expatriate permit.
- Manage the fast-paced recruitment and selection of desired headcount, inclusive of indirect labour and foreign workers.
- Ensure that the operations of the Recruitment department comply with overall policies and develop measures to ensure adherence and consistency application.
- To handle job postings, the source for new hires, interview candidates, conduct reference checks and conduct orientation.
- Provide HR advise to the department head to cope with business growth and challenges in the market.

Reason for Leaving: Career Enhancement

3. AEGIS BPO MALAYSIA SDN BHD

Mar 2014 – June 2018

Position: Human Resource (Recruitment) – Assistant Manager

Promoted with effective since April 2017 to date.

Job description:

- To oversee the day-to-day operation with a specific focused on the APAC Recruitment Function of the company.
- Manage the full spectrum of Human Resource functions in HR Department including manpower planning, recruitment & selection.
- Manage and handle Foreigner workers permit and expatriate permit.
- Manage the fast-paced recruitment and selection of desired headcount, inclusive of indirect labour and foreign workers.
- Ensure that the operations of the Recruitment department comply with overall policies and develop measures to ensure adherence and consistency application.
- Develop, recommends and implement personnel policies and procedures.
- To handle job postings, the source for new hires, interview candidates, conduct reference checks, conduct orientation and facilitate onboarding program.
- Responsible for review, development and implementation of systems, HR policies and procedures and processes to improve the operational efficiency of the department.
- Provide HR advise to the department head to cope with business growth and challenges in the market.

Position: *HR – Talent Acquisition: Team Lead*

Jun 2015 – April 2017

Internal lateral transfer with effective since Jun 2015 to date.

Job description:

- Mass hiring of Mandarin speakers for different projects – mainly focusing on positions such as Customer Service and Travel Center Consultant for industries such as Hospitality, Airlines, Pharmaceuticals, Telecommunication etc.

- Average monthly hiring of 50 mandarin speakers. Average scheduling of 30 mandarin speakers per day. Average interview of 20 mandarin speakers per day.
- Work with different stakeholders ensuring the recruitment process is a smooth one.
- Develops innovative, creative, and proactive sourcing strategies to develop high quality active and passive candidate pipelines.
- Effectively builds and engages with talent communities through social media outlets.
- Identify and source appropriate internal talent for current and future open roles within the organization.
- Develops, coordinates and implements community-based recruiting initiatives with colleges, churches, local community organizations.
- Oversee and recruit for locals and expats.
- Leading a team of 5 recruiters, ensuring they meet the hiring numbers and hiring timeline.

Position: *Senior Team Leader*

Mar 2014 – Jun 2015

Job description:

- To ensure the presentation is in compliance with BNM and QA guidelines.
- Handle customer feedback and complaints in a professional manner.
- Monitor and manage around 15 – 18 agents.
- Provide coaching and counselling
- Prepare daily sales report
- Handling objections and convinced customer
- Average Monthly sales achievement of 80% and above.

Reason for leaving: Looking for a better opportunity.

4. ENVO BPO SOLUTION

Position: Team Leader

May 2013 – Feb 2014

Job description:

- Monitor a team of around 10-15 agents
- Provide coaching and counselling
- Prepare daily sales report
- Handling objections and convinced customer

Reason for leaving: Better Opportunity

5. ACE JERNEH INSURANCE

Position: Telemarketing Executive

Apr 2009 –Apr 2013

Job description:

- Marketing of Accident & Health policies E.G. PA, HI, CI & Dental
- To ensure the presentation is in compliance with BNM and QA guidelines.
- To up-sell & cross-sell on existing policyholders and to Acquire new businesses.
- Handle customer feedback and complaints in a professional manner.

Reason for leaving: Looking for greater challenges.

6. HONEY BEE ENTERPRISE

Position: Marketing Assistant

Apr 2008 - Mar 2009

Job description:

- Selling and promoting crystal jewelry and display
- In charge of crystal display

Reason for leaving: Company shut down. `

EDUCATION

ALISON

Year : 2022
Qualification : Diploma in Human Resource

OLYMPIA COLLEGE, KUALA LUMPUR.

Year : 2012 –2015
Qualification : Executive Diploma Business management

SEKOLAH MENENGAH KEBANGSAAN TUNKU ABDUL RAHMAN, ALOR STAR, KEDAH.

Year : 2006 -2008
Qualification : Sijil Tinggi Pelajaran Malaysia
Curriculum : Basketball Club – President, St John - Member
Achievement : Pass In General Paper

SEKOLAH MENENGAH KEBANGSAAN TUNKU SOFIAH, ALOR STAR, KEDAH.

Year : 2000-2005
Qualification : Sijil Pelajaran Malaysia
Curriculum : Chinese Language Society – president, Basketball Club & St John – member

ADDITIONAL SKILLS

- Able to converse in English, Bahasa Malaysia, Mandarin, Hokkien and Cantonese
- Microsoft office, Power Point, Microsoft Excel and Adobe

Notice Period: 2 - 3 months