

CV Summary

I had 24 years of HR experience in Compensation and Benefits, Industrial Relations, Recruitment, Talent Management, Business Partnering and setting up an HR Department for new companies.

In the past 24 years, I experienced in various industries such as Retail, Telco, IT services, Banking, Gaming & Hospitality and Aviation. I'm also exposed to various roles in HR such as Compensation and Benefits, Industrial Relation, Talent Acquisition, Talent Development and in setting up HR for a new company.

These had given me a valuable exposure and make me a more rounded person when managing the HR functions.

Projects that I managed before as below:

1. Implemented PeopleSoft HR System in Digi
2. Implemented SAP HR System and Taleo Recruitment System in CSA
3. Implemented PeopleSoft HR System in AirAsia
4. Design and unified the Organization Structure in Digi to flatten the Organization Structure from 9 levels down to 5 levels
5. Design and implemented Compensation plan for staff retention in Genting
6. Design and implemented Salary structure in AirAsia for staff retention and improves productivity
7. Setting up new HR Policies for new startup companies in AirAsia India, AirAsia Philippines, AirAsia Japan and AirAsia China
8. Improves various HR Polices in Vietjet such as the Employee Handbook, Recruitment Policy, Learning and Development, etc.
9. Setting up HR Department and established HR Policies for MYAirline

Personal Profile

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Academic Qualification

- Master Degree in Business Administration (MBA) from Universiti Utara Malaysia – CGPA: 3.55/4.00
- Bachelor Degree in Geology (BSc) from Universiti Malaysia Sabah – 2nd Upper

Summary of Key Capabilities and Related Experience

- 24 years' experience in Human Resource industry
- Practice in HR Management Skills and Reward Strategy
- Play a pivotal role in practicing Human Motivational program and implementation in uplifting the working aptitude and attitude
- Handling Recruitment function
- Analysis of Human Behavior for High Performance Motivation
- Familiar with Industrial Labor Law and Procedure
- Possess practical and advisory skills in analyzing, enhancing systems and functional operation

Detailed Career Profile

Date: From Jan 2022 to Present

Company: MYAirline Sdn Bhd (900+ employees)

Position: Chief Human Resources Officer

Job Responsibilities:

- Overseeing the entire range of HR functions and Office Administration
- Emphasizing recruitment and establishing HR policies for the company
- Introducing a structured pay system across the organization
- Evaluating and revising all existing HR policies

Accomplishments:

- Developed and implemented HR policies, along with distributing an Employee Handbook
- Implemented Medical Insurance and additional employee benefits to attract talented individuals
- Established a competitive salary structure for all staff levels
- Orchestrated cultural activities for the staff to enhance motivation in a startup environment
- Implemented an HRMS system
- Received the Best Employer Brand Award in 2022

Date: From Jun 2018 to Dec 2021

Company: Vietjet Air Joint Stock Company (5,000+ employees)

Position: Group Head of People Department for Vietjet Group

Job Responsibilities:

- Supervising a team of 40 employees responsible for overseeing the entire HR Function of Vietjet Vietnam and Thailand
- Streamlining the HR structure to enhance efficiency and promote accountability
- Enhancing the Performance Management System of the company
- Introducing a well-organized pay structure across the company
- Evaluating and revising all existing HR Policies

Accomplishments:

- Successfully implementing Job Grading and Salary Band systems
- Recipient of the HR Asia Best Companies to Work for in Asia Award in 2019

Date: From Jan 2016 to May 2018

Company: AirAsia X Berhad (2,000+ employees)

Position: Head of People Department, Group Head of Rewards and Head of Business Partners (also as Acting Group Head of Talent Acquisition)

Date: From Apr 2010 to Dec 2015

Company: AirAsia Berhad (10,000+ employees)

Position: Group Head of Rewards and Head of Business Partners

Job Responsibilities:

- As the Head of the People Department at AirAsia X Berhad, ensure the company's interests are prioritized and taken care of.
- Drive productivity and ensure competitive group rewards packages across various Asia Pacific countries.
- Align rewards packages of all countries with the group's strategy.
- Provide management with staff productivity analysis.
- Lead the Business Partners team for both AirAsia Berhad and AirAsia X Berhad, guiding them in supporting HR operations, including talent management and succession planning for respective business units.
- Serve as an advisor to the Head of HR for AirAsia India.
- Assist in establishing HR departments for AirAsia Philippines, Japan, and India.

Achievements:

- Successfully implemented job grading and salary band system throughout the entire AirAsia Group.
- Established a dedicated Business Partners team at AirAsia, providing comprehensive HR support to business units, including talent management and compensation and benefits.
- Implemented PeopleSoft HRMS.
- Restructured the flight attendance allowance structure, resulting in a 50% improvement in attendance records.
- Revised salary and allowance structures for pilots.
- Developed structured remuneration packages for AirAsia's operations in the Philippines, Vietnam, Thailand, Indonesia, India, China, and Japan.

Date: From Oct 2008 to Apr 2010

Company: Genting Malaysia Berhad (13,000+ employees)

Position: Compensation and Benefits Manager

Job Responsibilities:

- Performing Job Evaluation utilizing the Hay Methodology
- Providing guidance to management on determining appropriate annual salary review, bonus amounts, and benefits to maintain competitiveness in the market.

Accomplishments:

- Revamped the Sales Commission Structure to enhance productivity
- Redesigned the Casino Staff Incentives Scheme to improve productivity and prevent misuse
- Revised the Incentive Payment and Salary structure for Casino Executives to foster better employee retention

Date: From March 2008 to Oct 2008

Company: Scope International (2,000+ employees)

Position: HR Relationship Manager

Job Responsibilities:

- Provide support and guidance to line managers regarding Employee Relation issues
- Execute and oversee the Succession Planning Program
- Assist the Business Unit in implementing a new Job Grading system

Accomplishments:

- Implemented a self-service tool for Line Managers to calculate the last working day of employees
- Led a project called "Span of Control" to decrease the number of Managers, resulting in a 10% reduction in Payroll Cost.

Date: From May 2007 to March 2008

Company: CSA Malaysia Bhd (2,000+ employees)

Position: HR Manager

Job Responsibilities:

- Participate in IT outsourcing negotiation
- Oversee recruitment processes
- Provide support and guidance to line managers regarding employee relations

Accomplishments:

- Contributed to the Shell and Maxis outsourcing project
- Conducted due diligence to compare customer benefits with industry standards (CSA)
- Presented recommendations on package offerings and costs to the marketing team

Date: From July 2003 to June 2007

Company: DiGi Telecommunications Sdn Bhd (2,000+ employees)

Position: Senior Specialist

Job Responsibilities:

- Overseeing the management of Compensation and Benefits Policy
- Taking charge of Payroll and Staff Benefits Administration

Accomplishments:

- Restructured the company's Benefits Policy, streamlining multiple policies into a unified one that received 100% acceptance. Previously, benefits were linked to job level/grading.
- Resulted in increased employee satisfaction, productivity, and a reduction in attrition rate of over 10%.
- Developed and implemented an HR Management System (PeopleSoft) encompassing Performance Management, Payroll, Staff Claim, and Leave Modules.
- Hands-on experience in addressing industrial relations matters, including resolving disputes between employers and employees.

Date: From May 1999 to July 2003

Company: Super Departmental Stores (Komtar) Penang (300+ employees)

Position: Section Head

Job Responsibilities:

- Responsible for overseeing the Payroll Section and managing employee compensation and benefits.
- Addressing and managing Industrial Relation matters.
- Supervising the Security Department.

Accomplishments:

- Successfully reduced the payroll processing time from 7 days to 3 days.
- Implemented a computerized Leave Management System by utilizing the existing HRMS.
- Developed an automated Excel-based calculation for determining the Last Working Day.
- Achieved a 50% reduction in shoplifting incidents.
- Implemented a comprehensive CCTV system for the entire departmental stores.

Language Capability:

- Written: English, Bahasa Malaysia
- Spoken: English, Bahasa Malaysia, Mandarin, Cantonese, Hokkien

Public Speaker for past years:

- Compensation & Rewards Asia Congress 2015, by HRM Asia in KL, 2015
- 4th Annual Shared Services & Outsourcing Malaysia, 2016
- Recruitment Asia 2016 Malaysia, 2016
- HR Employee Benefits Asia, 2016
- Compensation & Benefits Submit, Singapore – 2017
- HR Submit, Singapore – 2017
- Aviation Festival Asia, Singapore – 2018
- Talent Management Asia, Malaysia – 2019
- HR Rewards Strategy Firechat – 2022
- Total Rewards Asia Summit Malaysia – 2022

Judge for:

- Asia Recruitment Awards 2015; Human Resources Online, 2015
- HR Excellence Awards 2015; by Human Resources Online, 2015
- APAC EMMAs, 2016
- HR Excellence Awards, by Human Resources Online, 2016
- Asia Recruitment Awards, by Human Resources Online, 2017

Technical Skills:

- Experience in developing and design Job Family and Competency Models
- Experience in implementing PeopleSoft and SAP HRMS for the companies
- Experience in advising and develop a sales commission structure to improve sales force morale and productivity
- Experience with Mercer, Tower Perrin and Hay job evaluation system and market survey tools