



## **RESUME OF**

### ***CHUAH LAY HOON, PENNY***

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10460 Penang

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H/Phone & Office : 016-4923331

## **PERSONAL DETAILS**

Date of Birth : June 22<sup>nd</sup> 1969

Age : 54 years old

Sex : Female

Marital Status : Married

Religion : Christian

Race : Chinese

Citizenship : Malaysian

N.R.I.C. No. : 690622-07-5332

Health : Excellent

## **STRENGTHS**

Aggressive, Hard Worker, Problem Solver, Initiative, Decisiveness, Team Player & Creative and also Cost Effectiveness Personality

## **EDUCATION**

1999 – 2001	:	Malaysian Institute of Management – Degree in Management & Business Administration
1990 – 1995	:	Systematic Business College – Certificate & Diploma in IBBM (Banking Course)
1989 - 1990	:	LCCI (Basic and Intermediate)
1988 – 1989	:	Sek. Men. Methodist – STPM
1982 – 1987	:	Sek. Men Convent Dato Keramat (CDK) – S.R.P. & S.P.M.
1976 – 1981	:	Sek. Ren. Jenis Kebangsaan Convent Dato Keramat – Primary School

## **ACADEMIC QUALIFICATIONS**

STPM	:	2 Principals & 3 Subsidiary Passes
SPM	:	Grade 1 with 2 Distinctions & 6 Credits
SRP	:	Grade A with 3 Distinctions & 5 Credits

## **PROFESSIONAL QUALIFICATIONS**

Project Paper	:	Principles & Practices of Management Human Resource & Industrial Relations Marketing Management Financial Management Management Strategies
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## **WORKING EXPERIENCES**

Sep 2019 ~ Now

working at Georgetown Specialist Hospital as  
**Senior Admin & Licensing Manager :-**

### **A. Administrative & operational areas**

- I. Supervise daily administrative and operational tasks
- II. Overall in-charge and dealing with Clinical Waste Management and Recycle Waste Management
- III. Overall in-charge of outsourcing partner in providing services to support the operation of hospital ( like : ambulance services, linen services, caterers, waste management and housekeeping services)
- IV. Dealing with local authority for MBPP license, Fire Certificate on yearly basis
- V. Initiate the renewal of PDPA License on 2 years basis
- VI. Working closely with in-house solicitor to ensure draft contract or agreement from vendors and third-party assurance company are in order and safe to execute by our chief operating officer (COO) and chairman of the hospital
- VII. Maintain and ensure hospital's general insurance ( fire, fire-consequences, all risks ) and employee's hospital & surgical insurance are insured and record properly
- VIII. Oversea the area of Maintenance of hospital facility and dealing with pest control company (Rentokil) in the area of pest-control, mosquito treatment, hygiene service, sanitizing and infection control cleaning
- IX. Emergency Commander in the hospital's Emergency Response Team (ERT)
- X. Liaise with Company Secretary all SSM Issues:-
  - Hospital change name process
  - S68- Annual Return submission- to get Board of directors to sign all relevant documents and resolution
  - Change new constitution of Memorandum and Articles of Company
  - Board resolution for any loan financing with financial institutions
  - AGM or EGM planning with Co Sectary and preparing Agenda and ensure the Meeting Minutes taken down and approved

B. Hospital License and Local Authority

- i. Overall in-charge and dealing with CKAP- Putrajaya, CKAP-Penang for hospital licensing renewal, update on any new medical services and ambulatory services (well-versed with the Private Healthcare & Services Acts)
- ii. Well-versed on the process of application and renewal hospital license and renovation and additional medical services and ambulatory services, since Year 2019
- iii. Well verse on the process of application for Atomic License in Radiology Department (for renewal Atomic License, additional or disposal of radioactive equipment), since Year 2019
- iv. Well versed on the KKLIU approval for the medical advertisement board approval for Health Screening Package on the flyer, brochure or leaflet
- v. Overall to liaise and follow up with Medical Planner and for new hospital expansion on Borang 1 submission
- vi. Having a good rapport relationship with CKAPS- Putrajaya and CKAP- Penang
- vii. Having a good rapport with hospital Architect, M&E Consultant and Fire Fighting Contractor, committee members of hospital expansion project

C. Doctor's Service Contract & Vendor's Contract

- I. Overall to arrange recruitment of Resident Consultants by advertising in Jobstreet, Newspaper and LinkedIn
- II. Overall to arrange the process of Interview and selection of Resident and Visiting Consultants
- III. Prepare contract and answer queries from Consultants
- IV. Arrange Consultant for Privilege Credential with chairman of hospital
- V. Arrange orientation of newly join consultants
- VI. Initiate & Plan Schedule of Medical Advisory Meeting with Resident Consultants and Nursing Team
- VII. Ensure that Nursing team will initiate the Morbidity and Mortality Meeting as per schedule planned
- VIII. Liaison to Resident Consultants, issuing MEMO and update the annual leave of doctors
- IX. Ensure and liaise with Medical Officer for the night Locum arrangement on monthly basis
- X. Renew the Annual Practicing Certificate online for consultants ( if necessary)

D. Quality Assurance Management

- I. Appoint as Management Representative (MR) for implementing ISO 9001:2015 for the hospital
- II. Involve as representative of Management in the Medical Advisory meeting
- III. Plan for internal Quality Survey Audit (IQSA)
- IV. Ensure Document Control Personnel to update all the forms and format of each department with numbering
- V. Ensure smooth coordination of updating new SOP/ and form and properly documented
- VI. Oversee the Policies and Procedures of Non-Nursing are documented
- VII. Ensure Nursing Manager updates the Policies and Procedures of Nursing are documented
- VIII Overall monitor the Incident Report of the hospital in the area of patient's feedback and follow up on the corrective action and preventive action from various department to close the incident report

Jan 2014 ~ Sep 2019      worked at Carl Corrynton Medical Centre as  
**HR & Finance Manager:-**

- Manage all accounting operations including Billing, AR, AP, GL, Cost Accounting, Inventory Accounting , Doctors Earnings and Revenue recognition
- Prepare of Budget, forecast and cashflow projection
- Review the financial plan and compare to actual results with a view of identify, explain and correct variances as appropriate
- Prepare and publish timely monthly financial statement
- Coordinate the preparation of regulatory reporting and annual audit activity
- Ensure appropriate system and internal controls are implemented and maintained
- Manage Organization 's cashflow and ensure the expenditures are consistently aligned with the Projection Expenditure throughout the year, to avoid over spending
- Cash Management ( Maybank2E) and Treasury Duties & Payroll process
- Prepare projection or forecast cashflow to apply banking financing for capital expenditure & assets of the hospital

Mar 1<sup>st</sup> 2013 ~  
 Dec 31<sup>st</sup> 2013      worked at Rhombus Castors (M) Sdn Bhd as  
**Finance & Accounts Manager:-**

- Manage and establish a control of policies and procedures for accounting operations achieving to company's business objectives and mission
- To ensure the Balance Sheet, Income Statement and Cash Flow Statement and other accounting records are properly kept and drawn up in accordance with the provisions of the Act and the applicable FRS approved accounting standards and give a true and fair view
- Drive continues improvement in working capital management and establishes good relationships with bankers and ensures the effectiveness of financial controls across the Company
- Assist Managing Director to analyzing area in planning and develop business strategy, financial plan and budgets

Dec 11<sup>th</sup> 2009 ~ :  
28<sup>th</sup> Feb 2013

worked at Panther Precision Tools Sdn Bhd as

**Finance Manager :-**

Overseeing the smooth operation of 2 divisions:-

1. Finance Dept:-

- Provide timely, accurate and accounting information and analysis to the management) to enable effective monitoring of cost and budgetary control and effective decision making,
- Monitor, review and analyze accounting data and information as well as report trends and forecast to facilitate effective monitoring and management controls of the Company's operational performance against business plans and forecast;
- Review business processes to highlight areas for improvement towards simplifications and to ensure completion of work in compliance with the Standard of Operation Procedures;
- Preparing feasibility study prior acquisition of new machinery, mostly European made which require Letter of Credit as an evidence of confirmed order;
- Cashflow Projection and to seek the financial aids from Financial Institutions for Capital Investment

May 2<sup>nd</sup> 2000 ~ :  
Dec 10<sup>th</sup> 2008 :

worked at Panther Precision Tools Sdn Bhd as a

**Admin Operation Manager;**

Overseeing the smooth operation of 4 main

departments:- Finance, Purchasing, Human  
Resource & Store & Logistic

1. Finance Dept :-

- meet forecast and plan day receivable and payable outstanding and assist in cash management functions, which includes monitoring and insert proper controls of funds;
- preparing feasibility study prior acquisition of new machinery, mostly European made, which required a Letter of Credit as an evidence of confirmed order;
- preparing Cash flow Projection for working capital financing & thereafter arrange for banking facilities. (Overdraft, Trade Line – BA, BG, TR & FEC);
- negotiating the term and condition of the financing packages offered by financial institutions and liaising with solicitors in relation to preparation of loan documentation;
- ensuring all banking facility legal documents & common seal is properly been executed and affixed respectively;
- illustrating accountability in relation to internal and external environment, such as to provide information and assist external auditor during statutory or special audit.

2. Purchasing Dept:-

- sourcing of new vendor for any new purchase raised by production or store personnel;
- negotiating better term and condition that stipulated in Quotation ;
- selection and approve new vendor & evaluate the existing vendor payment term once a year

3. Human Resource Dept :-

- overseeing all the recruitment issued;
- planning the employee training for the year and allocate in-house & external training program;

- ensuring company quality policy, objectives and ISO awareness being disseminated to various department;
- handling all the legal matter in relation to labor law
- applying all licensing or approval from government bodies like; MITI- Pioneer Status, MIDA , Custom and SMIDEC (Grant- ITAF 2- ISO Certification);
- overseeing all administrative in relation to factory maintenance and security ;
- consolidating the related repots to director on monthly plan and schedule the date for Management Review twice a year;
- attended weekly departmental head meeting, monthly & yearly management review;

#### 4. Store and Logistic Department

- supervising store supervisor in planning activities, capacity studying and monitoring raw material monthly usage ;
- responsible in control of material usage ;
- ensuring on time submitting of monthly reports to director; monthly consigned material usage report , material usage reconciliation report ;
- ensuring production adhere strictly to the schedule fulfilled customers' requirement and the goods deliver on time ;
- attended weekly shipment commitment meeting

#### 5. ISO 9001 : 2000 Steering Committee

- appointed as deputy management representative (DMR) to oversee the progress in relation to ISO matters ;
- ensure smooth coordinating of meeting and training throughout the process of ISO 9001:2000 certification ;
- Report the performance of the quality system to the consultant, certification body and audit management for review and improvement;
- Attending to all NCRs' that raised by QMS Auditor( Moody International)

1996 –May 2000

: Worked at Penas Group of Company as **Finance Executive**

Job function includes :-

- Assisting Group Accountant to prepare Cashflow Projection for development financing of the overall construction projects : such as; Term Loan for land



- acquisition, Bridging Loan for construction of project, Revolving Credit or Overdraft for working capital.
  - IHP Facility for acquisition of machinery, tower crane & company car;
  - Preparing feasibility study prior to group undertaking of new ventures ;
  - Preparing all Financial Reports
- 1994 – Mar 1996 : worked at Arab-Malaysian Bank Berhad, KL Main as a **Senior Banking Officer** in Corporate Loan division
- 1990 - Dec 1993 : worked at Hong Leong Finance Berhad as a **Senior Clerk in Processing & Documentary Dept.**

## **TRAINING /COURSES ATTENDED DURING EMPLOYMENT**

- |                |  |
|----------------|--|
| Jan 21, 2003   | - 3D Solid Modeling with Enov8 Modeler organized by National CAD/CAM Programme   |
| April 11, 2003 | - Training on the understanding of ISO 9001: 2000 Quality Management System, appointed as Management Representative (MR) |
| Sep 25, 2003   | - Appointed as ISO trainer   |
| Dec 16 , 2003  | - ISO 9001 Internal Audit Training   |
| 2004~ 2005     | - 7 QC Tools, SPC & '5S'   |
| 2018           | - CKAPS training conducted by Dr. Afidah Aziz on Akta Kemudahan dan Perkhidmatan Jagaan Kesihatan Swasta                 |
| 2019           | - PDPA conference in Penang organized by MPC   |
| 2021           | - Hospital Disaster Management Plan ( HDMP), first step to build high rise hospital organized by CKAPS under MPC         |
|                | - Medicolegal Updates in current situation organized by UKM-Faculty Medical Sains  |
| 2022           | - PDPA new updates conference in Penang  |

## **LANGUAGE CAPABILITIES**

- |                  |   |                              |
|------------------|---|------------------------------|
| Language Spoken  | : | English, Mandarin & Malay    |
| Language Written | : | English, Chinese & Malay     |
| Dialect Spoken   | : | Hokkien, Cantonese & Teochew |

## **COMPUTER KNOWLEDGE**

- i ) Window 10
- ii ) Microsoft Word
- iii) Microsoft Excel
- iv) Microsoft Power Point
- v) Microsoft Presentation
- vi) Microsoft Outlook

## **REFERENCES**

1. Ms. Lai Hui Mei - Nursing Manager of Carl Corrynton Medical Centre  
(+6012-4858168)
2. Dr. Teoh Sze Yong- Radiologist (+6012-7737819)
3. Ms. Maitheni Veloo– Former Matron of Georgetown Specialist Hospital  
(+60 11-1680 6334)
4. Mr. Joseph Chong – Pastor of Penang Christian Centre (019-4465964)