
IAN LIM



IAN.CGLIM@GMAIL.COM



+6011 3729 3018



[HTTPS://WWW.LINKEDIN.COM/I
N/IAN-L-4171651B/](https://www.linkedin.com/in/IAN-L-4171651B/)



MALE
SEPT 1984
JOHOR BAHRU, MALAYSIA

EMBRACE CULTURE THRU PEOPLE EXCELLENCE

Experienced in HR strategic function with successfully to lead HR team, drive full HR spectrum and establish a thriving working culture. Understand the mindset and thinking behaviour of people to develop an excellence organisation through people.

Lead Human Resources team to focus on business partnering as well as ensure deliver HR values to stakeholders and businesses. Experienced to drive manpower

WORK EXPERIENCE

DIRECTOR, PEOPLE & CULTURE CRICUT

SINGAPORE & MALAYSIA
SEPT 2022 – CURRENT

- Responsible to provide leadership and direction for the company.
- Fully responsible for developing, planning, and delivering the full spectrum of HR functions for the company.
- Facilitate the development and implementation of HR initiatives, strategies and policies to support the business plan.
- Align HR services to business needs.
- Establish and implement HR policy framework covering Employee Relations and Communications; Employee Health & Wellbeing, Performance Management, Remuneration and Benefits, HR System and Processes.
- Develop and evaluate strategies for learning and development.
- Foster company's core values and mantras in the work culture.
- Develop and implement employee communication plan.
- Build relationships with support leadership, including coaching, advising, and providing guidance for Malaysia team.
- Oversee the completion of payroll, benefits, and other administrative items by the other members of the local HR team.
- Bring forward strategies and solutions for improvement of the compensation and benefits programs.
- Lead efforts to maintain compliance and company registration.
- Be an expert on immigration and expat matters and provide solutions on how to solve difficult legal and employment issues.

Achievements:

- Recommended and set up internal payroll system and cutting the cost of outsource payroll.
- Advised on local compensation & benefits and salary benchmarking to Com & Ben team from headquarter on local packages.
- Implemented HR compliance and documentation practices.

planning & budgeting, organisational development, workforce analysis, manpower optimisation, change management, talent management, talent acquisition, payroll, succession plan, performance management, employee relations, people development & career pathway, people communication & engagement, compensation & benefits, HR digitalisation, HR policies & compliances, continuous improvement plan.

LANGUAGE

Proficient in English, Chinese and Malay

- Resolved ESD (Expatriate Services Division) which has not been resolved long term faced the company to obtain the Employment Pass for foreign employees.
- Initiated team engagement activities and nurturing on people culture environment.
- Established on HR processes and budgeting.
- Led the retrenchment project in Malaysia as to align with headquarter direction by worked out the severance package and liaised with local Labour Office.

DIRECTOR, HUMAN RESOURCES & ADMINISTRATION REGENCY SPECIALIST HOSPITAL


MALAYSIA

SEPT 2020 – AUG 2022

- Lead the HR function to ensure organization-wide HR operations initiatives are focused and aligned on improving operational and process effectiveness and efficiencies.
- Be strategic partner with business leaders/stakeholders on human capital strategic workplan, workforce optimization, manpower planning, talent management and talent development programs.
- Identify opportunities for improvement and lead the development of HR department towards business partnering services and focus on driving change and adding business values.

Achievements:

- Drive the strategic on reshape the way of collaboration to build strong HR capabilities turned into value adding to stakeholders on people management and alignment on business goals.
- Established organisation culture by implemented the thriving culture and growth mindset with People Development & Engagement team.
- Won Best Organisational Upskilling & Reskilling Strategy Award (Bronze) in HR Employee Experience (EXA) June 2022.
- Set up training centre with inclusive of skill lab for both clinical and soft skills training and engagement activity.
- Created new role of HR Business Partner to work hand-in-hand with Nursing and Allied Health leaders on strengthen manpower skills include talent development program, performance assessment & evaluation, manpower planning,



identify the communication gap and competency improvement project, employee relations and employee wellness.

- Developed and reshaped the HR operation services on process revamp and continuous improvement to ensure day-to-day HR service delivery in place.
- Implemented new initiative (360 assessment) to all level of employee to improve culture change and embrace company values.
- Implemented new rewards initiatives to improve patient services and assisting doctors in clinics (Applaud Award with incentive and Cheers Award with incentive). Evaluation from patients, doctors and direct superiors.
- Established communications plan and enable communications effectiveness (eg Quarterly Team Forum, Tea session with CEO, and HR Communication session with department on monthly basis).
- Worked with Organisational Development team on re-alignment on old job grade to correct job grade and revamped career pathway for nursing and allied health teams as a part of retention and talent appreciation programs.
- Developed recruitment strategies to attract nursing talent from outstation (eg Come Home Program for Johorean, provide accommodations to outstation nurses, flight back ticket to East Malaysian).
- Drive Business Critical Position (Succession Plan) with Organisational Development team as a part of yearly KPIs.
- Developed talent cultivation program with Talent Acquisition & Talent Management team on talent developing and ensure sufficient manpower planning for nursing team.
- Strengthen the Com & Ben on Workforce Analysis and Manpower Strength for whole hospital.
- Coached Talent Acquisition team to work on talent mapping and salary benchmarking exercises.
- Panel judge for HR Excellence Award 2022 Malaysia.



HEAD OF HUMAN RESOURCES AND ADMINISTRATION BLUEPAY DIGITAL

INDONESIA
MAY 2017 – AUG 2020

- Bring the various HR teams together to brainstorm and execute a seamless HR process that would help track employee experience.
- In charge of non-trade procurement which covers office purchase items, vehicle, renovation project, asset management (office, warehouse & hostel) etc.
- Review the various workstreams within the employment lifecycle and to continuously strive for improvements and changes.
- Ensure business line HRBP and COE to understand their operational needs, manage expectations and gather on the ground information that can help in driving employee engagement.
- Lead and coach a team of HR professionals and focusing on ongoing development of HR capability.
- Enable and support business teams across the location on key employee communications of all people topics, i.e. Town Halls, Employee Meetings, leadership movement and announcements, etc.

Achievements:

- Successfully established HR operation & services team and HR Business Partner to provide operational excellence across all disciplines of HR to help on business improvement plan.
- Monitored the business in performance or grievance issues in a legally compliant and professional way by coaching HR operation & services team.
- Established Employee Handbook and implemented HR policies across company for industrial relations & employee contract management.
- Champion a culture of growth within a matrix environment.
- In partnership with business leaders and HR Business Partners, to lead the execution of HR programs and practices, including performance success, compensation related matters, workforce planning/management, succession planning and talent management.
- Established learning & development module for employees by job scopes.






REGIONAL HR BUSINESS PARTNER (APAC)
HUAWEI TECHNOLOGIES
MALAYSIA & SOUTHEAST ASIA
FEB 2014 – APR 2017

- A partner for business leaders and acting as a consultant to engage with HR team to ensure HR operation support the business needs.
- Accurately understand business needs, diagnose and identify issues based on business strategy, integrate HR COE for business-oriented total solutions, run HR processes, facilitate change and improve employee engagement.
- Integrate components of HR functions to provide solutions that resolve complicated business challenges.
- Identify challenges, build an effective strategy and achieve good business results.
- Directly respond and accurately report work or project information, communicate with business experts and team members on key tasks and information.
- Have a deep understanding about the business strategy and how to support its implementation through HR initiatives (i.e. organization, talent and culture).
- Enable HR to drive value for business. Strategy partner: Improves strategy execution through organisation & talent strategy and core value communications.

RECRUITMENT PROFESSIONAL
IBM CHINA
CHINA
JUN 2011 – JAN 2014

- Develop and maintain effective relations with stakeholders within the business units covered.
- Have an in-depth understanding of the business areas and the skills which are in demand.
- Conduct phone interview or first screening on job match and manage candidate's expectation.
- Interpret business requirements and translate them into successful recruitment solutions.
- Provide continual follow up and tracking of the feedback on recruitment results.
- Develop and maintain effective relations with stakeholders who will be delivering the recruitment service.
- Build and generate database by active poaching and direct sourcing to candidates.
- Provide market analysis and intelligence report of the market supply and salary benchmark by gather market information and





develop solid understanding of the local marketplace in which the recruitment is being conducted.

- Active sourcing and market mapping for critical positions and niche skills.
- Track candidate process and minimize time to hire through driving the candidate pipeline.

RECRUITMENT SPECIALIST

VADS BERHAD

MALAYSIA

MAR 2008 – APR 2011

- Track monthly attrition of manpower to plan and estimate number of manpower to recruit.
- Liaise with the vendor (recruitment agencies) on supply of candidates and issue invoices.
- Searching via Jobstreet.com, internal referral etc.
- Prepare monthly report for management acknowledgement and for kick-off meeting with clients.
- Work closely with hiring managers (clients) to ensure the number of shortfalls have been met.
- For time to time get update from clients about the performance of new hires.
- Handle feedbacks and complaints of clients with proper solutions and efficiently.
- Propose benefit package and salary range to clients or others pull factors to attract more people join.
- Conduct induction program to the new hires to ensure they understand well about the company rules & compliance, discipline, misconducts, benefits/ retention bonus, pay- out and etc.



EDUCATION

MASTER OF PHILOSOPHY

University Technology Malaysia (UTM)

On-going (Research study in Human Resources Development)

BACHELOR DEGREE OF ECONOMIC

University Putra Malaysia (UPM)

Completed in Year 2008

SKILLS & KNOWLEDGES

Talent Management – HRMS - HR Business Partner – HR Planning & Strategy - Recruitment – Talent Sourcing – Organisational Development – People Development & Training – Culture Building & Engagement – Compensation & Benefits – Workforce Analysis – Change Management – Succession Planning – Retention Program – Retention & Rewards – Employer Branding – Coaching & Mentoring

