

Shiseido Malaysia Sdn Bhd, Selangor Assistant Manager – Human Resources

Sept 2023- Present

Responsibilities

- Handle employee's compensation & benefits such as remuneration, health insurance, leave, etc.
- Ensure delivery of all the HR administrative tasks in relation to candidate verification of employee data, employee pre-employment coordination, on-boarding, confirmation, transfer, promotion, performance review, and resignation.
- Acts as the primary point of contact for all employee relations matter, including grievances, disputes and disciplinary actions including investigations, domestic inquiry, and resolutions.
- Develop, implement policies, programs and guidelines related to employee relations
- Plan, organize engagement activities for employees and participation on CSR activities as working committee
- Engage in coordinating recruitment activities.
- Lead and provide support on HR reporting, projects and manage internal/external audit requirements, etc.
- Responsible for Mercer annual compensation and benefits survey submissions.
- Ensuring Organization practices compliance with relevant laws and regulations.
- Ensure all HR information and employee data are accurate and updated on time in HR system.
- Identify and execute continuous improvement initiatives to enhance the provision of services by reviewing and revising operational processes, policies, and standard operating procedures.

Key Deliverables

- Manage and rectify system setup errors eg: claim entitlement to ensure all the setup complies with the Company policy.
- Manage and setup the Overtime Module to automate the process of submission for payroll processing.
- Manage automation of notification for Time off in lieu, exit and confirmation in Success factor system.
- Revise HR Process/Forms eg: HR application form, exit clearance form, etc.
- Coordinate domestic inquiry and create documentation to conduct the inquiry.
- Manage payroll harmonization process eg: Consolidate statutory account for payment, pay item setup, tax analysis, etc.
- Lead and work with Marsh Benefits on Employee Insurance benefits benchmarking and renewal to match with market prevalence.

Beiersdorf (Malaysia) Sdn Bhd, Selangor Assistant Human Resources Manager (Promotion) Senior Human Resources Executive

Sept 2022-July 2023
April 2020-Aug 2022

Compensation & Benefits

- Handle the full spectrum of payroll processing activities for Malaysia and Singapore whilst ensuring its timeliness, accuracy, and compliance with the regulations of local statutory bodies.
- Compile financial year-end employee tax reporting and distribution.
- Administer yearly increment, bonus, and promotion exercises including data consolidation, letter issue, and payment computation.
- Analysing current benefits plans, evaluating the usage, services, coverage, effectiveness, costing, and proposing benefits plans which competitive with the market.
- Oversees, administers, explains benefits program to employees, and assists in claim submission to the insurance company or other payers.
- Prepare salary proposal for new hires, promotion and salary adjustment which benchmarks against the market (Mercer) and internal equity.
- Assist in managing statistical dashboards for C&B, recruitment, and people movement reports.
- Responsible for Mercer annual compensation and benefits survey submissions.

HR Operations

- Oversee and Review HR policies, procedures, and processes on employee life cycle e.g. on-boarding, leave management, performance management, exit management, employee discipline, and grievance for process improvement to ensure it complies with legal requirements and corporate governance.
- Administer the HRIS, e-leave, e-claims system, and outpatient medical system to ensure data are accurate and up to date.
- Responsible for HR administration tasks and ensuring that there is timely support provided which includes processing of HR documentation of an employee lifecycle from on-boarding to off-boarding / filling etc.
- Manage expatriate management inclusive of leaving country assignment, tax declaration, EP / DP application that liaises with government authorities/tax consultant, etc.
- Responsible for all HR statistical data and reporting requests from local and regional.

Stakeholder Management

- Act as a strategic interface between HR and business/departments to provide constructive and effective support/advice in all HR topics for internal & third-party external contract employees.
- Proactively work with the business to understand the needs and provide support to stakeholders.
- Manage industrial and labor relation matters e.g., separation scheme, contract management, disciplinary and grievance issues to resolve work disputes effectively and efficiently which complies with the act.
- Represent the organization in interacting with external parties e.g. HR authorities, government authorities, labor relations, audit authorities, etc.

Staffing and Recruitment

- Sourcing, managing the interview process, and discussing with the hiring manager on the hiring decision.
- Prepare the package, communicate and negotiate the offer with the candidate to close the position.
- Prepare offer letter, and manage on-boarding tasks e.g., new joiner information setup and system setup.
- Ensure that the HR recruitment database is up-to-date with the recruitment activities that have been performed.

Projects

- Work with HQ (Germany) HR analytics team on the implementation and UAT of the global system Employee Central to ensure the system include and comply with the localized country requirement- Malaysia and Singapore. The system's success going live on November 2021 with ongoing enhancement.
- Work with the local Finance Team on assessing to provide data/ feedback on the new expense system SAP Concur to ensure employee experience is elevated and HR reporting requirement is in order with the implementation of Concur system with ongoing support/feedback for enhancement after going live.
- Responsible for new TPA platform implementation- BookDoc Employee Benefits module (EB)

Engagement Activities / Events

- Organise the Company-wide festive celebration gatherings, events, and gifts e.g., CNY, Hari Raya, Mid-Autumn, Christmas from sourcing vendors to negotiation to ensure the cost utilization is within the allocated budget and achieve desired objectives.
- Perform other ad-hoc activities including communication preparation (International Women's Day, Malaysia Independence Day, Long Service Award, Sales Conference, etc.) from time to time.
- Manage session of Coffee talk which is a quarterly session with new joiners to engage and retain them.

Key Deliverables

- Manage yearly bidding and renewal of Group Insurance (GHS, GTL, GPA, and Travel) which resulted in savings of 15% on GHS & 6.5% on GTL with the same coverage, consistency, and quality customer service support.
- Lead and implement the BookDoc TPA system to create a centralized system available for the employee under one platform which consists of outpatient matters, wellness tracking, Marketplace, etc.
- Analyse/propose, and manage mutual separation scheme to ensure implementation compliance with statutory and regulatory requirements without further inquiry.
- Propose and execute new engagement events BED (Beiersdorf Energise Day) & CM2 (Come Meet with Country Manager) which resulted in the creation of joy at work and employee bonding.
- Propose and manage the change of the existing Citibank payroll payment method to instant payment to reduce payroll payment approval time and processing time.

AXA Affin General Insurance Berhad, Kuala Lumpur

Payroll and HR Services Executive

Sep 2018-Apr 2020

HR Services & Payroll

- Ensure timeliness and accuracy in all activities for Malaysia related to payroll processing, statutory payment, or administration using flexHR system.
- Liaise with tax consultants on expatriate tax computation and employee taxes.
- Responsible for HR administrative tasks which include HR ESS system management, staff filling, preparing movement letters, etc.
- Manage and maintain HR statistical data and provide reports as and when required by group, regional office, and local management as well as group & local regulators.

Employee Benefits / Inquiries

- Ensure timeliness and accuracy in all activities related to benefits matters e.g. employees medical and insurance renewal to relevant parties.
- Attend to employee inquiries on compensation and benefits matter e.g. Income tax, EPF, SOSCO claim, tax clearance, and medical.

Projects

- Manage and execute implementation of new Third Party Administrator (TPA) for employee medical benefits to ensure the policy, benefit entitlement, data migration, employee briefing or communication, and medical usage in order.
- Manage and execute implementation of new payroll system requirement study, data migration, user acceptance testing (UAT), data verification, and parallel run processing to ensure execution of system meet the Organisation's objectives.
- Manage and execute Timesheetz (OT) and MyTaxReliefz module implementation, communication, and user testing to ensure the module's transactions are successfully posted in the payroll system.
- Assist other functions or participate in their Project as and when assigned or required.

Key Deliverables

- LHDN tax audit on employee remuneration resulted in compliance with Income Tax Act without penalty as all employee data were filled and maintained in order.
- Customer (internal employee & medical vendor) satisfaction was increased as inquiries and payments were addressed on time, and processed within the agreed timeline.
- Company medical policy and cost were managed properly due to exclusion item expenses monitored closely through collaboration with the newly appointed TPA.
- The new payroll system was successfully going live within 4 months, and previous database data were migrated into the system accordingly.
- The process for submitting, and approving OT has been simplified with the new platform Timesheetz that enables submitter and approver to submit, approve and track overtime records at their ease without being required to keep all records in hardcopies form.

Genting Berhad, Kuala Lumpur

Human Resources Executive

Oct 2015-Sep 2018

Payroll

- Payroll computation for subsidiary companies under Genting Group (Malaysia & Singapore) using SAP system.
- Ensure statutory reports & payments are prepared accurately & submitted according to mandatory date.
- Responsible for HR administrative task which includes HR system management (payroll, employee self-service system, update & re-design company internal portal), letters preparation, staff filling, etc.
- Involvement in compensation and benefits survey for Tower Watson to benchmark salary package for IT positions.
- Prepare monthly and quarterly reports for Finance reporting.

Employee Benefits / Inquiries

- Advise and assist employees if there are any inquiries on benefits related to Company policies and procedures, medical, loan applications, etc.
- Liaise with the medical provider network to ensure all the payments are in order and employees can receive treatment accordingly.
- Liaise with external parties to provide exclusive offers or events to all employees.
- Create FAQ for new joiners to improve their on boarding experience
- Create material for staff offers, inclusive events, or statutory changes if there are any to communicate with all employees

Talent Acquisition

- Assist in screening and shortlisting executive and intern positions.
- Arrange an interview session for the hiring manager and prepare an offer letter for the new joiner.
- Document and maintain all applicant info and interview document to ensure the HR databank is up to date.
- Liaise with Immigration Department regarding new hire or existing expatriate work permit applications.

Engagement Activities / Events

- Propose and implement staff engagement activities to enhance or support the creation of a positive climate.
- Involved in the Birthday celebration project by implementing a customized snack birthday card or gift for employees according to their personalities and sharing from friends and colleagues.
- Create and implement different games activities quarterly related to the celebrated festival party.
- Assist in Company's event eg: Annual General Meeting, Annual Dinner, Long Service Award, etc.

Key Deliverables

- Redesign the interface of the Company information portal where employees can find the required information easily on the first page with an Octagon combination design.
- Collaborate with external parties e.g. Cha Fei (Coffee shop), Fishbowl, Morganfield's, and Aveda on employee perks programs e.g. Genting employee special discounts with employee ID to increase employee engagement and satisfaction.
- Customized birthday gifts for HR personnel as part of employee engagement program implementation.