



PHANG CHAN SOON

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OBJECTIVE

To be the Higher Executive or part of Senior Leadership Team in a large-sized local or MNC company requires experienced professional with strong project execution and team leadership with good commercial insight.

SUMMARY

- Significant working experiences in small & medium-sized enterprise (SMEs), multinational organization and startup with various accomplishments and assignment of tasks on respective job scopes.
- Was directly involved in establishing the HR department to optimize the effectiveness of employees' productivity and to reward good high performing team.
- A subprofessional dealing business with the largest demographic workforce – millennials on work ethics, operating different values and concern towards job responsibilities.

WORKING EXPERIENCE

July 2021 – Present

SENIOR HR EXECUTIVE, BC INVEST

BC Investment Group (BC Invest) is a fast-growing diversified financial services group, headquartered in Hong Kong SAR, with assets under management (AUM) exceed AU\$5 billion.

Since year 2021, the company grew from 60+ staff to over 180 staff currently in 11 offices operating across Hong Kong SAR, Australia, New Zealand, United Kingdom, Singapore, Malaysia, China and Vietnam.

- **Employee onboarding:** Ensure smooth onboarding process for all new joiners. Work on employee background check, IT set-up, orientation and induction training, liaising with payroll for payroll set-up and responding to all queries.
- **Talent acquisition:** Work with hiring managers and recruited over 30 employees across all offices in FY23. Develop recruitment strategies and facilitate the process of recruitment. Develop recruitment insight analysis for the team to understand our recruitment platform and costing. Schedule interviews and prepare job offer letter.
- **Performance management:** Lead the performance review process by setting objectives, mid-review to year-end review process, periodic reporting and compensation process. Streamline the process to host review session, one-to-one meeting and skip-level feedback for multiple departments. Compile data and finalize the performance report for the CEO.

- Create, compile and maintain accurate employee data reports. Perform human resources data analysis as and when required.
- Manage staff engagement activities and communication, generate ideas to promote employee engagement and commitment to achieve organization's goals and values.

February 2017 – June 2021

SENIOR HR & PAYROLL EXECUTIVE, ACE EDVENTURE EDUCATION GROUP

A Malaysian based educational group focusing on 21st Century Learning Approach towards early childhood, primary and secondary education.

- **Recruitment & hiring:** Screen CV/resume from internal and external sources to identify and recruit the right people for the right job, or place the right talent internally to develop the company's workforce. Oversee onboarding session, confirmation review and exit interview.
- **HR communication:** Prepare memorandum for internal circulation, official letters for internal and external parties. Omnidirectional communicate with all departments to ensure all company staff captured information relayed to them, or between the related parties.
- **Staff benefits:** Responsible for assets requisition and issuance of fixed assets in accordance to management's budget approval. Source for the right insurance and medical coverage package for staff medical benefits. Offer benefits-in-kind for staff who's entitled to it.
- **HR information system:** Assist in drafting staff guidebook, company HR policies, employee's job description and contract of employment. Apply and run for expatriate working permit renewal in the government portal and office.
- **Performance management:** Review of performance results and KPI – compiling and justify work performance for the Board of Directors (BOD) meetings. Identify and agree with BOD on actions to be taken on matters of concern, communicate to respective parties and monitor on their progress. Increment proposal for promoted, appointed or granted financial upgradation for staff who has results of career progression.
- Other HR function including but not limited to: leave monitoring & update, insurance claims, staff trainings, attendance system, disciplinary issues.

May 2014 – February 2017

BILLING ASSOCIATE, DP DHL (DHL Express APSSC)

A global Shared Service Centre (SSC) with purpose to deliver specialized/professional support and output to achieve correct, complete and timely invoicing

- Check and analyze incoming (inbound) files, requests and queries for invoicing. Prepare data for transfer of special accounts to produce accurate billing invoices/credits.
- Validate shipment data and maintain/rectify the record for internal controlling team to execute processing of production.
- Liaise with internal and external contacts to request and follow-up account number or other relevant information to support correct, complete and timely invoicing.
- Provide specific information output as required.

May 2012 – July 2013

Financial Consultant, Hong Leong Bank

Branch office focusing and committed to customer service and product demand with objective to improve sales target and meet the company's profitability.

- To meet with client, lawyers and managers for presenting company's products, and meet basic day-to-day sales.
- Assist and consult clients on their financial situation and needs.

Major Achievement: Consecutive top sales in Selangor C5 region (Klang Valley) for 3 months.

EDUCATION

PROGRESSING

Level 5 Diploma in People Management, **CHARTERED INSTITUTE OF PERSONNEL AND DEVELOPMENT (CIPD)**

DECEMBER 2011

STPM (A-Levels), **SEKOLAH MENENGAH KEBANGSAAN SEAFIELD**

GPA 2.33

EXPERTISE & SKILLS

- **Critical Problem Solving** – Able to come up with multiple possible solutions, by applying critical thinking and logic.
- **Task & People oriented** – At a ratio of 40-60. Specialized in working on specific boundaries and determined to fulfill work criteria. Simultaneously, will tend to communicate with colleagues and different parties to meet work demand.
- **Team Player** – Enjoys sharing knowledge and encourage development of others to achieve specific team & mutual goals. Usually takes the lead to initiate group discussions and work suggestions.
- **Language Skills** – Able to read, write and speak fluently in English, Mandarin and Bahasa Melayu. Comprehensive in few Chinese dialects.

TRAINING AND TRAINERS

PROFESSIONAL DEVELOPMENT

- SEEDS Teachers Training by Greg Evans
- Project Management Essentials Training by Byron Nifakis
- Frontier Trainings – Play 2 Win by Clinton Swaine
- Kursus KWSP, PERKESO dan JTK, by Ministers of Government Bodies

PERSONAL DEVELOPMENT

- Tribe Building by Caveman Global Training
- CEO Chat Session: HR Talent Experience by Lai Tak Ming

NOTICED PERIOD REQUIRED

Two (2) months