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Born 23 May 1979

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**Summary – Professional Portfolio**

I started my career in Artsystem Sdn Bhd as a Finance/HR executive after graduating from UITM in 2002. In the company with a workforce of 40, my basic responsibilities were in the direct recruitment and management of the Vietnamese foreign workers.

I accepted an offer to join Konsortium Logistik Bhd (KLB), a public listed company with a total workforce of 1500. as HR executive 4 1/2 years later as I did not want to miss an opportunity to widen my HR scope. This covered Training and Development and Industrial Relations. I liaised with external parties such as HRDF, Training providers and Malaysian Employers Federation (MEF). Reporting to Vice President of Group HR, I was initially assigned to handle the Management Trainee Program. From there on, my portfolio expanded to proposals and streamlining of the Company's benefits and then the Training Needs Identification (TNI) and Training Needs Analysis (TNA) exercise. I also participated in the salary survey exercise of the Company.

Opportunities for further exposures in HR pulled me to join Puncak Niaga Sdn Bhd (PNSB) as HR executive. I reported to GM of Group Human Resource and Admin. I was exposed deeper in the execution of TNI and TNA of the Company and the Performance Management System. A year later I was seconded to Puncak Oil and Gas (POG), the newly set up subsidiary of PNSB. I was entrusted to bring HR dept. up to speed and assisted in the recruitment of technical Oil n Gas talents. I was also involved in the initial development of HR Standard Operating Procedures and Policies.

In June 2011, I accepted an offer as a senior HR executive of a major player in the Oil and Gas industry – Bumi Armada Berhad (BA). My job scope was a specialized recruitment job which included among others, mobilizing and demobilizing employees between projects and developing international job package across continents like Turkmenistan. I was exposed in analysing work culture, cost of living and country's employment practices. Apart from Manpower planning, I was also highly involved in the Employee Engagement Program and the Corporate Social Responsibility (CSR) programs.

In 2012, I was 'head hunted' to join a newly set up IT company - Beta Tegap Sdn Bhd. (BTSB) as a manager. In BTSB, I work strategically with line managers in the execution of new HR policies and procedures and was involved in the aggressive recruitment of employees to jump start the Company's operations. At times I acted as A HR consultant to assist the line managers.

However, in an unfortunate turn of event, BTSB was not doing well and I was retrenched in Dec 2014. I later worked as a consultant and then a short stint as HR manager in Swis Resource. My last work assignment was on contract with Media Selangor Sdn Bhd, a Menteri Besar Selangor Incorporated company for 4 years. I am currently looking for a new challenge. With my 20 years of hands-on HR experience and my MBA qualification, I strongly believe that I could share my HR experience and hence contribute significantly to the growth of any organization I am hired.

**CAREER OBJECTIVE:**

To pursue a career in Human Resource Management and to be a successful HR practitioner.

**EMPLOYMENT HISTORY****MEDIA SELANGOR SDN BHD****(Menteri Besar Selangor Incorporated)**

Position Title : Head of Human Resources and Administration (Senior Manager)

Industry : Media

Commence : November 2019

**KEY ACCOMPLISHMENTS:**

- ✓ Initiated the development and education of MSSB's Employee handbook to the employees of the Company.
- ✓ Initiated the Annual Strategic Planning workshop for the management team.
- ✓ Development of the TNI, TNA, Training calendar and curriculum for the Company.
- ✓ Development and execution of the Company's Employee Retention and Engagement programs.
- ✓ Initiated and organized the KPIs and Performance management System workshop for the management team.
- ✓ Management of disciplinary procedures and IR issues for the Company in line with the Employment Legislation of Malaysia.
- ✓ Ongoing recruitment of departments as per the approved headcounts in the Manpower planning.
- ✓ Introduce new benefits for the employees and upgraded of existing benefits for BOD's approval.

**JOB RESPONSIBILITIES:****TRAINING and DEVELOPMENT**

- Proposed the objectives and overall training and development programs for the Company.
- Planned, organized, and facilitated employee development and training programs internally and externally.
- Initiated and facilitated the leadership training programs for senior management team.

**PERFORMANCE MANAGEMENT SYSTEM**

- Developed clear job descriptions and employee performance plans which included the key result areas (KRA') and performance indicators.
- Holding regular performance development discussions and evaluating employee performance on the basis of agreed performance plans.
- Administered and coordinated the annual appraisal process and education in a timely manner to ensure datelines were met for processing of annual increment and bonus across the company.

**INDUSTRIAL RELATIONS**

- Maintained and managed MSSB disciplinary policies and procedures and provide IR support to the departments. (e.g., DI, show cause letters, warning letters, punishments etc)
- Resolved conflict between and among employees and management. Served as a link between management and employees by handling enquiries and helping resolve work related problems.
- Ensuring the disciplinary processes, procedures and punishments meted out for various misconducts are conforming to the Employment legislation of Malaysia.

## **MANPOWER PLANNING & RECRUITMENT**

- Established a complete talent agenda outlining the focus on talent, based on key business needs and overall Group HR priorities.
- Worked with Senior Management to design and deliver appropriate talent planning activities that will identify talent and leadership development priorities.
- Analysing the current manpower inventory and making future manpower forecasts.
- Overseeing ongoing recruitment exercise of the Company.

## **COMPENSATION AND BENEFIT**

- Ensuring the compensation packages for employees were competitive in the market and comply with statutory and regulatory requirements.
- Made salary recommendations for merit increases according to company compensation guidelines, ensuring internal and external equity.
- Reviewed the company's compensation and benefits program.

## **HR CONSULTING (FREE LANCE)**

Position Title : HR CONSULTANT

Industry : New start-up Companies and SMEs.

Commence : July 2018

### **KEY ACCOMPLISHMENTS:**

- ✓ Management of payroll system.
- ✓ Development of TNI, TNA and Training curriculum.
- ✓ Development and education of Employee handbook which covered all the spectrum of HRM SOPs to the Management staff and employees.
- ✓ Development of framework for Employee Retention and Engagement programs.
- ✓ Advised on the application of disciplinary processes and procedures and IR matters in line with the Employment legislation of Malaysia.

## **SWIS RESOURCES SDN BHD**

Position Title : HR MANAGER

Industry : Diversified (civil, electrical and oil and gas)

Commence : October 2017

### **KEY ACCOMPLISHMENTS:**

- ✓ Managed the processing of the expatriates' and foreign workers' employment into the company relating to work permit processes and CIDB matters.
- ✓ Executed HR learning and development initiatives and strategies aimed at developing and retaining talents using the best practice as a basis of reference.
- ✓ Recruited new hires as per the approved budget of the Company.
- ✓ Handled all the IR cases of the group of companies such as punishment, execution of PIPs, show causes letters, terminations and other relevant IR documentations.
- ✓ Organized the trainings for the HODs on the Performance Management System exercise, Manpower planning procedures and Training Needs Identification and Analysis.
- ✓ Implemented the retrenchment exercise of one associate company.
- ✓ Advised the management and employees on HR matters and Employment legislation on Malaysia.
- ✓ Developed the Employee handbook, new salary scales and job grades.

### **JOB RESPONSIBILITIES:**

#### **MANPOWER PLANNING & RECRUITMENT**

- Analysing the current manpower inventory.
- Making future manpower forecasts.
- Overseeing recruitment exercise.
- Maintaining company directory and other organizational charts

## **PERFORMANCE MANAGEMENT SYSTEM**

- Developed clear job descriptions and employee performance plans which included the key result areas (KRA') and performance indicators.
- Providing continuous coaching and feedback during the period of delivery of performance.
- Creating and revising job descriptions
- Identifying the training and development needs of the company and implementing effective development programs.
- Holding regular performance development discussions and evaluating employee performance on the basis of performance plans.
- Providing promotional/career development support and guidance to the employees.

## **COMPENSATION AND BENEFIT**

- Designed, developed, and implemented the salary, bonus and benefits packages for the employees of the organisation.
- Reviewed the company's compensation program.
- Ensuring the compensation packages for employees were competitive in the market and comply with statutory and regulatory requirements.

## **TRAINING and DEVELOPMENT**

- Conducted annual Training Need Identification (TNI) and Training Needs analysis (TNA) exercise.
- Proposed training and development programs and objectives for the Company.
- Developed and monitored training expenses and spending against the departmental budget.
- Planned, organized and facilitated employee development and training programs.
- Conducted new employee orientations.

## **INDUSTRIAL RELATIONS**

- Developed and recommended new SOPs for the Company.
- Maintained and managed employee disciplinary policies and procedures (e.g. DI, show cause letters, warning letters etc)
- Maintained a healthy and safe working environment.
- Resolved conflict between and among employees and management.

## **HR CONSULTING (FREE LANCE)**

Position Title : HR CONSULTANT

Industry : New start-up Companies and SMEs.

Commence : January 2015

### **KEY ACCOMPLISHMENTS:**

- ✓ Industrial Relations consultancy and advisory services
- ✓ Executive Search Assistance including screening, interviewing and selecting of candidates.
- ✓ Developed, conducted and facilitated the in-house training programs
- ✓ Developed and executed performance management systems programs
- ✓ Developed Training Needs analysis and training curriculum

## **BETA TEGAP SDN BHD**

Position Title : HR MANAGER

Industry : IT and outsourcing services

Commence : August 2012

### **KEY ACCOMPLISHMENTS:**

- ✓ Handled all matters relating to operational HR (Training and Development, Manpower & Recruitment, Compensation & Benefits, Performance Management System & Industrial Relations as well as office management/administration)
- ✓ Planned, organized and control of HR staff and employee relations activities of the organization.
- ✓ Maintained records and compile statistical reports concerning personnel related matters.

**JOB RESPONSIBILITIES:****TRAINING and DEVELOPMENT**

- Planned and conducted new employee orientations.
- Analysed training needs to design employees' development.
- Facilitated the leadership training for management and employees.

**MANPOWER PLANNING & RECRUITMENT**

- Lead the recruitment and selection processes.
- Identified staff vacancies and initiate the recruitment process.
- Provided current and prospective employees with information about policies, job duties, working conditions, wages and opportunities for promotion and employee benefits
- Evaluated skill levels, manage job offer processes, including reference checks, salary recommendations, offer letter generation and offer acceptance/declines.

**COMPENSATION AND BENEFIT**

- Made salary recommendations for merit increases according to company compensation guidelines, ensuring internal and external equity.
- Monitored and reviewed of compensation and benefits packages to maintain market positioning.
- Assisted in job evaluations and the annual merit process.
- Ensured employee benefits programs were competitive in the market.

**PERFORMANCE MANAGEMENT SYSTEM**

- Administered and coordinated the annual appraisal process and education in a timely manner to ensure datelines are met for processing of annual increment and bonus across the company
- Monitored day-to-day operational activities of the Department to ensure adherence to operating budget for the Performance Management & Quality Department.

**INDUSTRIAL RELATIONS**

- Performed difficult HR duties, including dealing with disputes, administering consequence management procedures, including disciplinary procedures
- Served as a link between management and employees by handling enquiries and helping resolve work-related problems

**BUMI ARMADA BERHAD**

Position Title : SENIOR EXECUTIVE

Industry : Oil and Gas Services

Commence : June 2011

**KEY ACCOMPLISHMENTS:**

- ✓ Completed the recruitment activities of the company
- ✓ Documented and communicated all contract renewals of existing employees.
- ✓ Created New Staff record and coordinated Existing Staff movement and activities
- ✓ Updated all matters regarding Headcount status.
- ✓ Managed the staff engagement activities (CSR) for companywide initiative.

**JOB RESPONSIBILITIES:****RECRUITMENT**

- In charge of all general administration and documentations in relation to resource planning and recruitment activities.
- Gathered information on salary benchmarking and international salary scales by continents and countries for recruiting purposes.
- Managed the recruitment activities of Graduate Trainee Program

**MANPOWER**

- Established a complete talent agenda outlining the focus on talent based on key business needs and overall Group HR priorities.

- Worked closely with Business Units talent managers to cascade talent agenda for best practice sharing, regional alignment, and empowered local implementation.
- Maintained record on talent availability, succession and bench strength readiness, and development update for Bumi Armada Group ExCo and Board members' review.
- Developed reports that demonstrate comprehensive records of talent initiatives interdependencies, such as Organization and People Reviews, Learning Curriculum, Development programs, Mobility programs, etc.
- Designed and implemented validation process to identify the right talents and successors
- Lead several global talent management programs from strategy design to implementation, owning the corresponding budget and relationship with the vendor.
- Worked with Senior Management to design and deliver appropriate talent planning activities that will identify talent and leadership development priorities.
- Streamlined the process of Job Descriptions development which resulted in faster turnaround time by the hiring manager to submit the Job Descriptions to Human Resource Department.
- Records: -
  - Created new staff records to ensure that all information were updated and accurate.
  - Coordinated documentation and administration of employees' movements, including confirmation, extension / termination, resignations, transfer and / or other movements of staff and ensure relevant documents were completed.
  - Responsible for the co-ordination and implementation of separation/termination procedures, and the recording of exit interviews.
  - Maintained matters pertaining the headcount status.

#### **OTHERS**

- Assisted in the compilation and revision of the SOPs for local and international bases.
- Planned and managed the staff engagement activities (CSR) for companywide initiatives.

#### **PUNCAK NIAGA HOLDINGS BERHAD**

##### **(Puncak Oil and Gas Sdn Bhd)**

Position Title : SENIOR EXECUTIVE

Industry : Oil and Gas Services

Commence : April 2010

#### **KEY ACCOMPLISHMENTS:**

- ✓ Executed HR learning and development initiatives and strategies aimed at developing and retaining talents in POG using the PNSB HQ as a basis of reference.
- ✓ Assisted in the recruitment exercise of POG.
- ✓ Maintained accurate personnel records and filing.
- ✓ Assisted in the Performance Management System exercise of the company.
- ✓ Provided employees with interpretation and guidance in relation to policy and procedures.
- ✓ Provided best support to respective business units to achieve POG's business objectives.

#### **JOB RESPONSIBILITIES:**

##### **TRAINING and DEVELOPMENT**

- Assisted in overall learning and development matters such as conducting annual Training Needs Analysis (TNA), developing annual training calendar, tracking and monitoring implementation of POG annual training plans.
- Coordinating and managing the implementation of core in-house programmes.
- Sourcing and liaising with external training vendors on selected soft skills trainings.
- Responsible for the day-to-day administration of the learning and development of POG.
- Assisted and coordinated in the induction program for new hires with HQ.

##### **RECRUITMENT**

- Accountable for the entire recruitment process ie. Screening resume, interview scheduling, conduct interview, hiring decision, etc

- Developed an effective recruitment strategy to source and select the right and qualified candidates.
- Worked with online job portals, search and placement firms and professional networking sites to source and select relevant candidates.
- Assisted in developing and improving operations workflow for recruitment process.
- Administered the recruitment database and follow up on offer letters and other employment related issues. Participate and assist in the mass recruitment exercise activities (Job fair, walk in interview and other events)

#### **MANPOWER**

- Maintained updated staff records in HRIS to ensure that all information were current.
- Handled the management of the e-Leave systems
- Coordinated documentation of employees' movements, including confirmation, extension / termination, resignations, transfer and / or other movements of staff and ensure relevant documents are completed timely and the taking of exit interviews.

#### **PERFORMANCE MANAGEMENT SYSTEM**

- Administered and coordinated the annual appraisal process in a timely manner to ensure datelines are met for processing of annual increment and bonus.
- Gathered, reviewed and analysed data to identify trends and recommend solutions to improve performance, retention and engagement.

#### **OTHERS**

- Managed daily HR operations and ensure all HR policies and procedures of POG are consistent and in compliance with the policies and procedures set by HQ.
- Assist POG's management team in the reviewing of company policies and procedures and drafting proposals for approval.
- Assist in the overall POG's annual budget exercise.

#### **PUNCAK NIAGA HOLDINGS BERHAD**

##### **(Puncak Niaga Sdn Bhd)**

Position Title : SENIOR EXECUTIVE

Industry : Utility

Commence : February 2008

#### **KEY ACCOMPLISHMENTS:**

- ✓ Assisted in the Training and Development exercise of the company such as enrollment of employees for the internal and external training.
- ✓ Assisted in the application and recruitment of candidates for the vacant positions.
- ✓ Handled the process of confirmation of probationers in the company.
- ✓ Handled the IR documentations (show cause letter, warning letter etc)
- ✓ Assisted in the preparation of EXCO and MCM (Management Committee Meeting) papers.

#### **JOB RESPONSIBILITIES:**

##### **TRAINING and DEVELOPMENT**

- Involved in the preparation of the Company's overall Training exercise.
- Assisted in Training Need Identification involving other departments,
- Assisted in the Training Need Analysis from various departments,
- Assisted in the development of Training curriculum and Calendar.
- Sourcing for potential training providers for the company.

##### **RECRUITMENT**

- Assisted in the full recruitment exercise of the company which is inclusive of sourcing, posting job advertisements, short listing and extending job offers.
- Assisted in the interviews process.
- Provided regular and updated reports of recruitment activities
- Any other duties assigned from time to time by GM Human Resource and Administration



## **MANPOWER**

- Records

Maintained information and details of staff personal details and staff movement in Personal Files and HRIS. Responsible for the management of the e-Leave systems.

- Preparation of reports

Supported the GM Human Resource and Administration in the preparation of various reports such as Budget report and reports for the EXCO and Management Committee meetings.

## **INDUSTRIAL RELATIONS**

- Provided IR support to the department. (e.g. warning letter and show cause letter)

## **OTHERS**

- General administrative support for GM Human Resource and Administration Division

## **KONSORTIUM LOGISTIK BERHAD**

Position Title : EXECUTIVE

Industry : Transportation / Logistics

Commence : June 2006

## **KEY ACCOMPLISHMENTS:**

- ✓ Handled the full spectrum of Training and Development aspect of the company.
- ✓ Handled and managed the application and recruitment of candidates to fill vacancies in the company.
- ✓ Managed the implementation of the management trainee program of the company.
- ✓ Assisted in the preparation of the proposal of the new benefits for the company and in the streamlining of company's benefits.

## **JOB RESPONSIBILITIES:**

### **TRAINING and DEVELOPMENT**

- Preparation of the Company's TNA exercise.
- Assisted in the development of the Training calendar (Curriculum) of the Company
- Handling the processing and claiming of the HRD fund.
- Monitoring and measuring the effectiveness of the trainings attended by the employees.
- Updating of the training records of employees into HR Management System (HRMS)

### **RECRUITMENT**

- Responsible in conducting and executing selection and recruitment process (prescreen and assess applicants in matching candidates' competencies against requesting departments' requirements)
- Participated in recruitment drive in career fairs.
- Evaluated skill level including reference checks, salary recommendations, offer letter generation and offer acceptance/declines.
- Campus Hiring Program- Correct implementation of policies and process with regards to Campus Hiring. Ensure all objectives of Campus Hiring Program were met.

## **MANPOWER**

- Monitored the talent management initiatives of the organization.
- Handled relevant manpower records.

Ensured inputting details of new staff and maintenance of staff record on personal details and staff movement in Personal Files and HR Management System.

- Management Trainee

Correct implementation of policies and process with regard to Management Trainee. Ensure all objectives of Management Trainee Program were met.

- Preparation of report

Supported the VP GHR on preparing a report such as Budget report, 3M presentation and specific reports as instructed.



**COMPENSATION AND BENEFIT**

- Streamlining Benefits of the company to ensure equity across the group of companies.
- Submitted proposals to improve existing benefits to ensure the company's compensation and benefits competitiveness.
- Ensured compensation and benefits standards comply with company policies and/or other regulations or legislation
- Assisted VP GHR in the salary survey exercise.

**OTHERS**

- Involved in other programs / activities as instructed by VP GHR from time to time (eg. Sport committee etc.)
- Handled matters relating to company cars such as checking the maintenance schedule and road tax and insurance renewal of company vehicles.
- Assisted in the Performance Management System of the Company involving the development of KPIs.

**ARTSYSTEM (M) SDN BHD**

Position Title : HR/ADMIN/FINANCE OFFICER

Industry : Manufacturing / Production

Commence : June 2002

**KEY ACCOMPLISHMENTS:**

- ✓ Handled the overall recruitment exercise of the company
- ✓ Handled process of confirmation of new employees in the company.
- ✓ Processed the work permits/visa application of foreign workers.
- ✓ Successfully executed the application and approval of licenses e.g. PKK (Pusat Khidmat Kontraktor)
- ✓ Engaged in multitasking job that relates to HR, Admin and Finance matters such as invoicing, purchase requisition, payroll and recruitment.

**JOB RESPONSIBILITIES:****RECRUITMENT**

- Managed the recruitment of foreign workers
- Supervised the processing of work permit application to Immigration Dept.

**MANPOWER**

- Managed the information with regards to employees' bio data and other relevant information
- Managed employee's turnover and retain talented employees
- Organized induction program for new employees
- Prepared the necessary HR and Payroll reports such as Headcount, turnover, payroll Overtime etc.

**PERFORMANCE MANAGEMENT SYSTEM**

- Assisted in the Performance Management System exercise of the company.

**ADMINISTRATION**

- Issuance of Purchase order, Delivery Order, invoices and statements and ensure that proper transactions and documentations of sales.

**PAYROLL**

- Computed the monthly payroll and meeting the necessary payroll deadlines

**FINANCE**

- Monitored and verified staff claims

### **Educational Background**

- **Multimedia University** – Master of Business Administration (MBA)  
Graduation Date: August 2014.
- **University Putra Malaysia** - Bachelor Business Administration (BBA)  
(Major: Human Resource Management)  
Graduation Date : 2008
- **UITM** - Diploma in Accounting (DIA)  
Graduation Date : 2002

### **Languages**

(Proficiency: 0=**Poor** - 10=**Excellent**)

	<b>Spoken</b>	<b>Written</b>
Bahasa Malaysia	10	10
English	8	8

### **Additional Info**

#### **PERSONAL TRAITS AND ATTITUDE:**

- \* Highly motivated and driven, with strong desire to excel
- \* Excellent communication skills
- \* Passion for continuous learning and personal growth

#### **TRAINING ATTENDED**

- ♦ Job evaluation seminar
- ♦ Development of TNA
- ♦ Leadership development for executives
- ♦ Positive Work Attitude
- ♦ Effective Time management
- ♦ Thinking out of the Box
- ♦ Development of KPIs for Managers
- ♦ Becoming an effective Manager

#### **Others**

Expected monthly salary : negotiable :  
Availability for employment : immediately

#### **Referee**

Will be provided upon request