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CAREER DRIVE

Versatile, high-energy Human Resources Generalist, leading corporations through change and challenges by implementing strategic planning, establishing direction, and executing initiatives in support of business objectives and corporate goal/

CAREERS HIGHLIGHTS

Offering 10 years of HR management experience and background of repeated success implementing best practices and building successful HR departments from the ground up. Accomplished in transforming disorganized HR organizations into cost efficient strategic entities and valued partners in attaining top-priority business goal. Tendency to thrive in dynamic and fluid environments while remaining pragmatic and focused.

HUMANRESOURCE PROFESSIONAL

+ Talent Management, Talent Acquisition, Recruitment
+ Training & Development
+ Performance Evaluation
+ Employee Relation & Diversity
+ Compensation & Benefit & Payroll Processing
+ General Office, Administration & Ops Management
+ Expatriate Management & Mobility

EDUCATION

Master's Degree, MBA (Sep 2023 - March 2025)

University of West Scotland, UWS

A-Level (Sep 2002 - Jan 2004)

Tunku Abdul Rahman College, TAR College

Lean 6 Sigma GREEN Belt - 2022

MAJOR ACHIEVEMENT

+ Played an integral role in internal procedures implementation improvements, clearing of backlogs, improving system structures and flows for HR and interlink departments
+ Led and facilitated comprehensive Job Analysis and Job Design initiatives, optimizing role clarity and responsibilities across the organization.
+ Introduced proactive employee relations and communications programs to resolve previous labor and management issues and restore the credibility and employee-centric focus of the HR organization.
+ Initiated successful workforce planning, job realignment, employee involvement, and team-building projects.
+ Managed recruitment and staffing for start-up ventures. Helped to build the company from an empty suite of offices into a full-scale operation with 480 employees.
+ Created and implemented hiring policies, procedures, systems, and technologies to support the company's long-term growth and expansion.

Objectives of the Position

Working closely with the local leaders and people manager, in HR Advisory and support them to translate business priorities and organization needs into people and HR initiatives within Malaysia, Indonesia, Thailand, Philippines, Korea, Japan, Taiwan, Australia, China and Europe; Supporting Managers with organization development, employee communications, HR framework execution, HR operations, talent acquisition, policy advice & adherence. Effectively manage special projects assigned in HR area in line with the project deliverables and manage all stakeholders to ensure project deliverables are communicated effectively.

Functional Tasks (including but not limited to):

- Work with people leaders and managers to consult, share insights and execute critical HR topics, with a focus on creating a high-performing and productive workforce, and enhancing a change mindset as aligned with the Business and Corporate Strategy
- Build and maintain a relationship as trusted HR partner with key stakeholders within Airasia office.
- Coach manager and employees on people matters including performance, terminations, disciplinary issues, career development, covering office and production site employees
- Manage and execute Ai HR framework incl. annual salary review, performance management, talent forum, succession planning, talent program nomination etc.
- Oversee the ODS framework, policies, procedures, and guidelines, ensuring alignment with organizational needs. Provided expert consultation and facilitated ODS processes, integrating benchmarking and industry best practices.
- Conduct Job Evaluation exercises, incorporating benchmarking and best practices.
- Discuss with people leaders to identify training & development and succession needs. Partner with the Center of Expertise (CoE) on Talent Acquisition, Learning & Development and Compensation & Benefits as subject matter experts to design and execute your strategy for how the business staffs, on-boards, develops, motivates, retains and organizes work
- Develop a proper talent development system, succession planning to ensure it meets the current and future needs of the company.
- Identify high potential individuals, determine work abilities, and professional support needed to engage and retain new talent.
- Review key HR transactions and operations that's to be processed by the Share Service Center including merit cycle, employee data maintenance, contract management, sales incentive computation etc.
- Foster employee engagement/motivation by promoting recognition and regular employee communication within Malaysia
- Work closely with HR teams to ensure successful deployment and embedment of various HR projects
- Monitor impact and outcome of implemented solutions and document learnings

Continuous Improvement

- Recommend and implement continuous improvement initiatives to improve HR excellence and customer satisfaction
- Process operational tasks along the HR Processes and identify areas for process improvement, automation, to increase efficiency and effectiveness of the HR team as a whole

Total Rewards, HR Projects & Transformation Specialist - Sodexo
March 2022 – September 2022

Opportunity to join the MY SG HR leadership team. This role is a newly created role with the aim of quality delivery of HR Roadmap and its key projects within the timelines, as well as to drive Total Reward solutions for the cluster.

Main responsibilities include, but are not limited to:

HR Projects
- To deliver the initiatives under the HR Roadmap within the timelines agreed upon, whilst working with the COE teams as subject matter experts
- This may in some cases be an end-to-end delivery from building the proposal to obtaining approval, and thereafter
- driving the communication and change management during implementation

Compensation and Benefit
- Ensure Total Rewards for MYSG is reviewed and updated
- Ensure internal equity & external competitiveness of total reward packages.
- To review and approve candidate offer proposals, include job evaluation. This will be extended for promotions or any internal movement or changes
- Coordinate data submission for various internal or external reports

Benefits Management
- Participate to benefits coverage benchmarks towards prevalent market practice and provide guidance while up-grading benefits programs
- Participate to contract renewal process for benefit plan.

Others
- Manage the end-to-end process for annual reviews including bonus and increment
- Review and propose employee wellbeing programs as well as other reward and recognition solutions for the business
- Seek means to deliver cost savings and create efficiencies relating to Reward programmes

REGIONAL HUMAN RESOURCE MANAGER / HRBP – SACOOR BROTHERS (GAMA RETAIL TRADING SDN BHD)
April 2021 – March 2022

Business Partnering (APAC Region - Malaysia, Singapore, Indonesia, MENA, Portugal)

Work closely with key stakeholders and executive team leaders; Business partnering with HRIS Team, Finance and Payroll Team, IT and respective business/functional leader to develop people related agenda and strategies; Actively support in manpower planning, hiring and talent development; Collaborate with International HR team members across the organization;

Training & Development
Serve as the key contact person within APAC region regarding training and development plans; Engage with strategic partners and vendors to develop and deliver activities, programmes and team building; Develop Learning & Development Plans (Organisational Development & Personal Development); Consolidation for Training Need Analysis (Identify gaps and needs), Training Records and Training Reports; Manage and administer HRDF training grant applications and claim processes; Coordinate and support new employee onboarding orientation;

Employee Relation (ER/IR)
Leading the social committee for employee engagement activities (Launching Sports Club and activities, Women's Day, Festive Celebrations, Annual Dinner and etc); Coordinate corporate internal events and functions (Seminar, Lunch and Learn, Mental Health Awareness Talk, Employee Assistant Program (EAP) Planning); Employees complaints, compliances and disciplinary cases; Serve as key contact person for general HR enquiries

Performance Management & Merit Review
Manage Regional End-of-Year Review and employee yearly KPI & Goals Setting; Execute and support Talent Management, Workforce Transformation, Retention Program and Succession Planning; Involved in the Merit and Interim Review, Out of Cycle process; Support business/fuctional HR with relevant information and supporting documents

HR Operations
Prepare and follow up on HR documents, correspondences, reports and letters (Contract Management, onboarding and off-boarding process, confirmation, transfer, promotion, employment verification etc); Support HRIS with maintenance and update on employee data on Ultipro and Taleo; Workforce Management (Planning, forecasting and plotting schedules); Work closely with third party vendor for Foreign Knowledged Workers Annual Projection (FKW) and Employment Pass applications (EP); Manage people related communication and publications;

International Projects Involved
Participate in global projects as and when required; APAC benefit and policy review; Monthly HR Newsletter; APAC HR policy review and amendments; DocStar Project; RACI Project (Responsible, Accountable, Consulted, Informed); Covid-19 TaskForce Project

VARIOUS FREELANCE HUMAN RESOURCE ROLE
(GLASSWALL - PEOPLE MANAGER, WORKANA - TALENT ADVISOR, DOLPHINTECH SDN BHD - RECRUITMENT MANAGER)
April 2020 – March 2021

- Responsible to oversee the strategic oversight of hiring, pre-boarding and onboarding. Design and develops the company's Employee Value Proposition for stronger brand identification and increasing pride to work for the organisation.
- Consult and supervise Talent Acquisition Stakeholders, Operations Managers & candidates on the recruitment process and procedure
- Develop and deliver innovative, integrated talent acquisition strategies, programs and processes for all level of hiring.
- Involved in End -End Recruitment Life Cycle, Employee Engagement, Payroll, On Boarding & Separation Process, Performance Appraisal.
- Working with internal line managers to understand their requirements on across different level hiring for the firm.
- Identify suitable candidates, through database searches, Internet & media job postings, target searches and personal networking.
- Organizing and conducting candidate interviews, reference checks, candidate salary negotiation, offer processing and maintaining contact with candidates throughout the recruitment cycle.
- Demonstrating a full understanding of and responding to the needs of prospective candidates through effective communication and awareness of market demands.

Hiring area – Network services and solutions; software services; technical support; customer services etc.
1. Technical Role - Network Architect, Citrix & VMware engineer, Cisco engineer, hosting server support engineers, Linux and windows Engineers, LAN, WAN, ITIL, Software engineer, Test engineer, Business analyst, delivery manager, Team manager
2. Non-technical Role:

HUMAN RESOURCE MANAGER / RECRUITMENT LEAD - CHAINTOPE MALAYSIA SDN BHD
April 2018 – March 2020

- Chaintope Malaysia Sdn. Bhd. is a Japan capital MSC Status Company specialized in blockchain technology located at the MSC Cybercenter Bangsar South, Kuala Lumpur. The Company focuses on development of blockchain system for both FinTech and non-FinTech sectors. Consist of 20 employees in KL office and 50 employees in Japan office.

- Provided overall leadership in the area of HR functions at both HQ and Group level. Led and managed all spectrum of HR functions to support the Company's strategic plan and business needs. Advised the Management on the HR matters in relations to business activities and needs. Monitored adherence to internal policies and legal requirements: -

  1. Reviewed and established new organizational competency framework - Develop competency behavior, assessment matrix & development plan to close competency gaps.
  2. Established Talent Management Framework - Develop blueprint for Talent Management implementation and proposed deliverables.
  3. Reviewed and established new organization structure and non-performance policy and procedure.
  4. Implemented new KPI framework.
  5. Designed culture framework and questionnaires and led the manpower rationalization exercise.

  <u>KEY ACHIEVEMENT</u>

  Implemented talent recruitment model, selection & retention programs for Chaintope Malaysia; Researched and implemented a job board that is apt to for the young/tech industry; Ensured sustainability in HR work processes; Implemented and managed the performance management process, while working closely with stakeholders.
  Successfully hired over 42 (full time and part-time) employees within the span of 12 months single handedly. Managed all HR related matters both strategic and operational requirements.

HUMAN RESOURCE MANAGER - PRIVASIA SDN BHD
June 2016 – September 2017

- Responsible for full spectrum of HR & Admin department supporting 250 headcounts spread across 3 Business
- Group.
- Ensured the Sub-Group has the leadership & talent bench strength to deliver business plan results through the effective implementation of the *Privasia Leadership Development System (LDS).* Led Sub-Group Talent Review Meetings and ensures pro-active Succession Planning, Organization Robustness Reviews and Performance Management processes are practiced.
- Developed and conducted analysis, supports the development and maintenance of effective C&B programs aligned with the company's strategy.
- Developed talent succession plan as well as talent resource pipeline including talent acquisition. This includes: Designing, developing and maintaining the recruitment process in the organization (including its description, recruitment measurement definitions, regular measurement reporting and taking proper actions to close gaps).
- Designed the selection matrix for choosing the optimum recruitment channel and recruitment source to build a strong candidate database pipeline. Explored the market best practices in the recruitment and staffing and implemented appropriate best practices in the organization. Monitoring and constantly reducing the costs of the recruitment process and actively promote Internal Referral Programme.
- Developed the People Strategy with focus on leadership and talent management. Established new role descriptions and benchmarked all managerial level positions. Identified critical success factors of organizational culture through employee surveys which was used to implement organizational design interventions.
- Periodically developed, reviewed and implemented all HR related policies, work procedures along with the business strategies and local statutory compliance. Continuously strived for process improvement, taking ownership to ensure the deliverable of all HR activities to the business partners in line with the business's internal policies, procedures and local law compliances.
- Worked closely with Group COEs team and take the lead as project manager to implement HRIS projects, ad hoc system management and ensure system improvement is achieved in alignment with business needs.

KEY ACHIEVEMENT

- Led key engagement initiatives that achieved a 79% score on the Employee Engagement Survey. Implemented an organisation-wide awareness program to drive employee engagement which resulted in a 92% participation rate in the internal employee engagement survey ·
- Conceived and Implemented the Star Card program, a pivotal employee incentive program that recognized and rewarded high-performing employees and contributed significantly to improve employee engagement ·
- Recognized for being a senior manager that embodied the core values of Privasia, responsible for embedding the cultural values of Privasia by coaching and mentoring new employees which was instrumental in improving employee retention rates ·
- Responsible for the content creation, content writing, overall design and branding of the new look of employee engagement website (intranet) in line with the organisation direction and Privasia values.

ASSISTANT HUMAN RESOURCE MANAGER - QUANTUM MEDICAL SOLUTIONS S/B February 2014 – June 2016

- Responsible for full spectrum of HR & Admin department supporting 14 BUs' with about 450 - 500headcounts. Started off as Senior HR Executive and promoted as Assistant HR Manager within a year.

- Established and enhanced the Company Policy:
  - Learning & Development Policy
  - Disciplinary Policy
  - Consequence Management Policy

- Restructured the HR & Admin Department
  - HR and Admin Structure; and job portfolios
  - Revisited and finalized HR & Admin annual plan and activities
  - Salary and benefit review
  - Talent Management & Succession Planning

  Framework <u>KEY ACHIEVEMENT</u>

  Hired to manage recruitment and staffing for start-up venture. Helped to build company from an empty suite of offices into a full-scale operation with 480 employees. Created and implemented hiring policies, procedures, systems, and technologies to support company's long-term growth and expansion. Designed succession plans, facilitate talent reviews and developed talent management roadmaps in the organization.

SENIOR HR ANALYST - AVERIS S/B
November 2004 to January 2007

<u>Recruitment and Relocation & Performance Management</u>

- Preparation of the employment offers and employment agreement based on the information provided by the Business Group and the standard template for employment offers for each
- Preparation of key reports for management which includes Recruitment Reports, Redeployment Reports, and Exit Reports
- Administration of personnel data for redeployment, severance or redundancy
- Handling of inquiries related to recruitment and redeployment issues with regards to data in the system
- Provision of HR reports related to employee/workforce analytics and Provide helpdesk capability to answer employee information enquiries and problem resolution