

PERSONAL DETAILS

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WORKING EXPERIENCE

- ASSA ABLOY Opening Solutions Malaysia Sdn Bhd (November 2022 – Present)
Human Resources Manager, SEA
 - Manage & oversee the whole employee lifecycle
 - Develop & plan manpower strategic solutions to support the business strategic growth
 - Liaise with head of departments on recruitment and selection of new talent
 - Develop and implement onboarding program for new hires
 - Liaise with managers to identify employees' training needs to ensure their career development needs are met through a comprehensive succession planning program
 - Collaborate with C&B team to establish a competitive compensation & benefits package
 - Develop, review & implement HR policies & procedures as well as employee handbook
 - Check, verify & approve all payroll data accuracy before payout
 - Provide guidance by advising, coaching, counselling & serve as a resource for facilitating, planning & implementing change initiative to improve organizational effectiveness & employees' welfare
 - Prepare all HR letters (offer letter, transfer, confirmation, promotion, warning, show cause, etc)
 - Drive employee engagement to improve collaboration & teamwork
 - Manage employee relations – provide guidance and assist line managers in handling employee disciplinary issues, conflicts & grievances
 - Conduct & deliver training to employee
 - Conduct training need analysis, ensure implementation of employee training & effectiveness
 - Review, analyse and benchmark company's compensation & benefits to ensure aligned to market data/practice
 - Actively identify gaps & ways to increase efficiency cross functional departments
 - Maintain in-dept knowledge of legal requirements related to day-to-day management of employees, reducing legal risk & ensuring regulatory compliance. Partner with the legal department as needed/required
 - Work closely with management and employees to improve work relationships, build morale & increase productivity & retention.
 - Collaborate & work with the shared services team & centre of excellence functions
 - Ensure compliance with labour laws and regulations

- Wellesta Truelife Sdn Bhd (July 2022 – November 2022)
Human Resources Manager
 - Overseeing Malaysia & Singapore HR strategy & operations
 - a) HR Operations
 - o Drive employee engagement
 - o Manage employee relations – provide guidance and assist line managers in handling employee disciplinary issues
 - o Maintain employee profiles & records
 - o Manage HR information system and handle employees' inquiries
 - o Ensure audit & records are consistently administered in compliance with Company's policies and government's regulations
 - o Formulate & develop HR policies & procedures, employee handbook
 - b) Payroll Management
 - o Monthly payroll processing
 - o Ensure employees' salaries are paid accurately and timely

- c) Talent Acquisition
 - o Search, select and recruit the most suitable candidate
 - o Handle the whole lifecycle of staffing – onboarding, new employee orientation, exit interview
 - o Create job description & competency profile for each role in the Company
- d) Manpower Planning & HR Budget
 - o Work with line manager on manpower planning, budgeting & headcount
- e) Performance Management
 - o Administer performance review process
 - o Train & educate line managers on performance review process
- f) Learning & Development
 - o Drive & deploy learning & development programs & process to reduce competency gaps
- g) Compensation & Benefit
 - o Review existing C&B package, propose a more competitive package to ensure it is in line with market rate
 - o Source for competitive group insurance & policies

• Mary Kay (Malaysia) Sdn Bhd (April 2015 – June 2022)

Senior Specialist, HR & Admin

- a) Payroll Management
 - o Prepare Monthly Payroll Advise for processing of monthly payroll
 - o Prepare & issue various letters such as Offer Letter, confirmation, resignation & salary review
 - o Maintain & update employee records
 - o Handle all insurance issues (GPA, GTL, GHS)
 - o Monitor staff attendance & leave
 - o Prepare Monthly Turnover Analysis for Regional Office & update Headcount Report
- b) HR Policies & Procedure
 - o Administer, maintain & monitor all HR Policies & Procedures
 - o Ensure consistency of policy & procedures implementation & complied by all employees
 - o Review & recommend improvements to existing HR Policies & update Handbook from time to time
 - o Drive automation of HR processes, procedures by applying technology
- c) Recruitment
 - o Update job descriptions & competency profiles. Coordinate review & approval for changes by regional HR
 - o Recruit the most suitable candidate for permanent & temporary positions
 - o Coordinate employment logistics for new hires
 - o Provide support to new hire prior to joining
- d) On-boarding & Orientation (NEOP)
 - o Coordinate with line manager to arrange on-boarding & assimilation for new employee
 - o Prepare welcome gift for new employee
 - o Conduct orientation to brief new employee on company's policies & procedures
 - o Schedule New Employee Orientation (NEO) Program. Presents company's information & traditions.
- e) Performance Management & Employee Development
 - o Work with line manager on probationary review & confirmation for new employees.
 - o Support & administer performance development reviews process. Clarifies with managers on any questions. Compile necessary reports to manager & regional HR.
 - o Compiles competency assessment to identify training needs for the organization. Search & propose training programs for employee development. Provide logistics support to in-house training programs.
 - o In charge of all pre-training & post training preparation.
 - o Manage HRD Fund & to utilize the fund to ensure company has high performing employees.

- f) Compensation & Benefit
 - o Review on benefits programs & contract negotiation with vendors from time to time.
 - o Prepares data for C&B surveys
 - o Participate in the salary survey activities by Mercer or any appointed Survey Companies by Regional.
 - o Sourced for reasonable insurance policy that best suits the company's needs & requirements
- g) Employee Communications, Relations & Recognition
 - o Organize & coordinate culture reinforcement activities such as anniversary celebration, Pink Day, Mary Kay Day, wellness challenges, CSR, etc.
 - o Organize & coordinates employee communication& events such as Employee Meeting, Annual Dinner, Annual Outing, etc.
 - o Provide advise on Contract of Employment & IR matters.
 - o Up-keeping of Notice Board for latest news.
 - o Promotes WOW Recognition program. Supports review of nominations. Arrange call for nominations to best-of-the-best award nomination. Prepares certificates and awards.
 - o Acts as HR representatives in various committees such as Culture Committee, Employee Committee, Global Wellness Committee, etc.
- h) PA to GM
 - o Provide professional secretarial & administrative support to the GM.
 - o Responsible for coordination of travel, accommodation, travel visa documentation & preparation of expenses report & claims submission.
- i) Office Administration
 - o Provide general office administration services & supports. Ensure a proper work environment and smooth operations of the office
 - o Oversee the general maintenance of the office

- Elitetrax Marketing Sdn Bhd (April 2011 – April 2015)
 Senior Human Resources (HR) Executive
 - a) Manpower planning
 - b) Benefit management
 - c) Handling employee insurance & medical claims
 - d) Develop, maintain & implement a competitive compensation & benefits structure & System
 - e) Updating & monitoring staff leave & attendance
 - f) Managed & control of the overtime payments
 - g) Employee database administration
 - h) Responsible in the administration of personnel transactions such as transfer, promotions & employment change of status
 - i) Organized & conducted orientation / induction - Prepared & issued various letters (Offer Letter, Show Cause, Termination, Warning & Suspension Letter)
 - j) Handled employee complaints, grievances & disputes
 - k) Administer employee discipline processes
 - l) Ensure payroll processing is carried out timely & accurately
 - m) Implemented new payroll system & e-leave
 - n) Formulating & implementing HR policies & procedures
 - o) Analyzing and prepared monthly reports
 - p) Conduct exit interview, compile date & generate monthly report
 - q) To select & choose the most competitive supplier & vendor for uniforms order & Fingertec
 - r) To create purchase order & liaise with supplier
- Extra Care Pharmacy Sdn Bhd (December 2010 – March 2011)
 Human Resources (HR) Assistant
 - a) Helped to recruit and interview new employees
 - b) Prepared various documents such as the employment contract
 - c) Performed admin paper works and paper filing

- Sunway Construction Sdn Bhd (SunCon) (January 2010 – March 2010)
Human Resources (HR) Executive
 - a) Took part in employee's counseling and prepared reports of the counselling
 - b) Helped the process of employing new employees and organized orientation
 - c) Handled and managed disciplinary cases, industrial relations (IR), employee relations (ER) and staff grievances

ACADEMIC BACKGROUND

- Bachelor of Science (Hons) in Business Management
Sunway University College affiliated with Lancaster University
August 2007 – July 2010
- Achieved a Second Class Honours (Division One)
- Foundation Programme in Business Administration
University Tun Abdul Razak (unitar)
July 2006 – January 2007
- Achieved a CGPA of 3.49
- Sijil Pelajaran Malaysia (SPM)
SM All Saints
January 2001 – December 2005
- 4 A1, 1 A2, 1 B3, 4 B4 in SPM