



BELINDA KIEW (邱诗丝)

CAREER OBJECTIVE

Human Resource Manager with 21 years of experience on building and implementing strategies on people management, training and learning development, Talent acquisition and on-boarding, leadership development, employee retention, and HR Business Partnering and Operations (Centre of Excellence / Service Deliveries), Organizational Change.

Looking for an organization that I can contribute my knowledge and to develop.

EXPERIENCE

1 Aug 2024 – To date
Head of Human Resources
PCSS Consultancy Sdn Bhd

- **Strategic Planning:** Aligning HR strategies with the organization's objectives, including workforce planning and talent management. Created and Improving new HR Process Flow.
- **Recruitment and Talent Acquisition:** Developing and implementing recruitment strategies to attract top talent, ensuring a diverse and skilled workforce. Utilizing my Talent Acquisition skill in managing this portfolio.
- **Performance Management:** Establishing performance evaluation processes and ensuring they are used effectively to promote employee growth and accountability. Also manage and direct the administration of performance evaluation processes, ensure effectiveness and compliance within the organisation, and monitor and collaborate with HOD to ensure fair evaluation across the team.
- **Compensation and Benefits:** Designing competitive compensation structures and benefits programs to attract and retain talent. Provide job evaluation, salary proposal packages by using Organization's internal Compa-Ratio as benchmark.
- **Employee Relations:** Managing employee relations issues, promoting a positive work environment, and ensuring compliance with labour laws and regulations.
- **Organizational Culture:** Shaping and promoting the organization's culture and values, fostering an inclusive and engaged workforce.
- **HR Analytics:** Utilizing data to assess workforce trends and inform strategic decisions.

CONTACT

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SKILLS

HRIS, On-Boarding, Talent Acquisition & Retention, Talent Management & Succession Planning, Employee Relation, Training & Performance Management, HR Policies, Benefit Administration, Employee Engagement, HR Delivery Services (COE)

NETWORKS AND PROJECTS

PRIDE Ally, Women Inspired Network, Kuching Autism Association, other local NGO

EDUCATION

Bachelor of Arts (Hon) in
Business Administration

Majoring in Human Resources
and Marketing (2003)

Referrals: Upon request

Expected Salary: TBD

- **Change Management:** Leading key HR initiatives during periods of organizational change, such as restructures and mergers, ensuring smooth transitions and maintaining employee morale. I spearheaded the development and integration of new core company values, facilitating a Values Workshop that helped to instill a quality-driven culture throughout the organization. Additionally, I established and streamlined key HR processes, including onboarding, offboarding, probation and confirmation procedures, termination protocols, performance improvement plans, and induction programs. These processes were designed to enhance operational efficiency, improve employee experience, and ensure compliance with organizational standards, ultimately fostering a more cohesive and productive work environment.
- **Compliance and Risk Management:** Ensuring compliance with employment laws and regulations to mitigate legal risks.
- **Learning and Development (L&D) involvement:** Overseeing training and professional development programs to enhance employee skills and career progression. Fostering employee growth and enhancing organizational performance. This role involves assessing training needs, designing and delivering tailored programs, and creating effective onboarding processes. This role also develops employees' career plans, measure training effectiveness, and collaborate with department heads to align initiatives with business goals, all while managing budgets and staying updated on industry trends. Ultimately, this role requires me to boost employee engagement, skill enhancement, and overall business success.

I have organized an Outdoor Leadership Training programme which requires employees to participate in the activities that emphasized in character building, promoting self-confidence and positive attitudes, encourage team communication and collaboration, and creates room for self-reflection. This was done in Sebarau Waterfall (Kampung Bra'ang, Kuching).

These kinds of experiences can really resonate with employees, providing them with valuable insights into their own strengths and areas for growth, while also promoting a deeper connection with their colleagues.

I was hoping to make an on both individuals and the wider organizational culture.

I am also deeply involved in **CSR activities** that demonstrated my commitment to creating positive, lasting change, not just within the company but also in the wider community.

- Handling expatriates' employment permits and liaising with University engagement programmes.
- Other departments reporting to me: Sales and Market Development Department (including Digital Content), Pre-sales/Technical sales Department, University Engagement /Ambassador event team, Finance & Admin Department.

May 2020 – 31 July 2024

HR Advisor (HR Ops and Business Partnering) – APAC & ASEAN

LSEG Malaysia Sdn Bhd (affiliated to London Stock Exchange Group, UK)

- Administer and support New Hiring, On-boarding, Retention, Talent management, Succession Planning, Employee Relation, Learning and Training development plan.
- Liaised and managed all related to **EPF, SOCSO, IRB (CP21, CP22A etc), Immigration** and immigration vendors for employment visas, Labour department (Jabatan Tenaga Kerja). Work closely with global payroll team.
- Harmonising HR Policies of Malaysia entities, Employee engagement activities, and other HR partnering all sites in Malaysia (Kuching, Kuala Lumpur and Penang). Monitored implementation of company guidelines and policies and staff compliance.
- Liaised between staff and management to facilitate smooth communication

- and work synergy.
- Heavily involved in HR project Testing (UAT) from time to time during Change Implementation.
- Partnering site leads of 3 sites in strategic planning relating to human capital. Manages employee engagement projects (ie. conducted training on Company Core Values to all staff during Change implementation project).
- Managed 2 **retrenchment cycles** for the Company in Kuching (Year 2000 and Year 2023).
- Facilitated Learning and Development plan for Kuching site
- Manages **HRDF** for all 3 entities for Malaysia.

Jan 2017 – Jan 2020

Group Human Resource Manager

Limar Group of Companies | Sarawak, Malaysia

- Implemented and maintained the infrastructure of the Human Resources (HR) functions in Malaysia for the Group (26 companies of few different industries. i.e. Hospitality, Building and Services, Oil Palm Plantations and Mill, Manufacturing, and Services), Kuching, Sibul, Bintulu, Kapit, and Kuala Lumpur.
- Provided support and guidance in employee benefits, performance management, training and development, rewards and recognition, employee relations, industrial relations, policy administration, immigration, and foreign worker.
- Learning and Development (L&D) involvement: Overseeing training and professional development programs to enhance employee skills and career progression.
- Managing employees' (local and foreign workers' disciplinary issues) – for the whole Group (ie. Foreign workers disciplinary cases in the oil palm plantation site).
- Liaise with JTK, PERKESO, LHDN, IR, Indonesia Consulate, Immigration, Foreign Worker vendors.

Oct 2015 - Dec 2016

Senior Manager - Human Resource

The Nielsen Company (Malaysia) Sdn Bhd | Selangor, Malaysia

- Was the strategic partner to business group leaders in all matters relating to HR with focus on identifying, attracting, developing and retaining talents.
- Work with business on all people issues leveraging on HR tools: staffing, learning & development, compensation & benefits, employee engagement, performance management, talent reviews, exit management, etc.
- Managing Talent Acquisition matters include manpower planning, Career fair at Colleges, Universities, interviewing, selection process and talent attraction, develop and retain the employees.

Jan 2011 – 30 Sep 2015

Recruitment and Training Manager

MEASAT Satellite Systems Sdn Bhd | Cyberjaya, Selangor, Malaysia

- Manage end-to-end talent acquisition and training for the organisation.
- Includes recruitment strategy, process improvement and creates talent pipelines. Manages vendors for training, background checks, and recruitment.
- Manages the employee engagement activities.
Manages the employee handbook.
- Collaborate with Risk and Safety team on Company Safety policy.

April 2009 – Dec 2011

Lead Recruiter

AMD Global Services Sdn Bhd | Cyberjaya and Penang, Malaysia

- Part of start-up team of Cyberjaya office
- Managed end to end manpower / human capital requirements and talent management (including employee training and learning development) for Malaysia (Penang and Cyberjaya)
- Expert in talent sourcing and hiring (Recruitment).

Jan 2008 – Mar 2009

HR Executive

Cahaya Mata Sarawak Sdn Bhd | Kuching

- Managed HR Operations and administrative task which included the below:
- Annual employee Performance Management project
- Manpower Requirement Project
- Bonus distribution Project
- Managed end-to-end Recruitment for the group. Managed employee engagement projects

Jan 2003 – Dec 2007

Internship (Jan – Mar 2003)

Recruitment Consultant (Apr 2004 – Dec 2004) Senior

Recruitment Consultant (Jan 2005 – Dec 2007)

Jobstreet.com Sdn Bhd | Kuala Lumpur

Managing recruitment processes for corporate clients (i.e. HSBS Data Processing Malaysia Sdn Bhd, Colgate – Palmolive, Prudential, Kuwait Finance House, PETRONAS, Standard Chartered, OCBC, Maybank, and etc), which includes recruitment processes, online advertising, interviewing, drafting of Job Descriptions and other administrative role (reports) and delivered productivity within the timeframe given and before deadlines.

Organizing team for yearly career fairs such as Malaysia Training & Career Fair (MTCF), HSBC Walk-In Interviews, roadshows, training (for new employees)

Acting Team Lead for 10 other recruitment consultants.

SHL Assessment Administrator for mass recruitment project for HSBC