

EIZANI SAFRI BIN ZAKARIAH, CTRP, ACP

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EXECUTIVE SUMMARY

A highly effective and people-oriented HR professional with 15 years of comprehensive experience in both HR strategy and operations. Skilled in developing and implementing HR strategies that align with overall business objectives, driving meaningful and actionable initiatives.

Known for high integrity and self-motivation, with proven success in thriving in fast-paced environments, managing competing priorities, and communicating effectively across all organizational levels. Adept at adapting to new challenges and leading initiatives that foster business growth and efficiency.

PROFESSIONAL CERTIFICATIONS/TECHNICAL COURSES

Certified Total Rewards Professional (CTRP)

ASEAN Total Rewards Institute

Accredited Competency Professional

ILM, UK

Professional Certificate in Human Resources (Industrial Relations)

The University of Business and International Studies

WORKING EXPERIENCES

LEAD, PERFORMANCE & REWARDS, CENTRE OF EXCELLENCE, GROUP HR

UMW CORPORATION (May 2023 – present)



Supports the Chief Human Resources Officer to design a comprehensive total rewards framework focused on attracting and retaining top talent through competitive compensation and benefits strategies. Worked closely with HR Business Partners and Division Heads to successfully implement performance and rewards initiatives across the UMW Group of companies, ensuring alignment with organizational goals and enhancing employee engagement.

Job Scope

- Lead the enhancement of HR programs with a focus on compensation, benefit trends, pay equity and compliance with legislative requirements.
- Ensure the competitiveness of the total rewards framework through continuous benchmarking through salary and benefits surveys and comprehensive desktop research.
- Prepare detailed proposals and documentation for annual salary reviews, promotion exercises and performance bonus recommendations for Management's consideration and Board's approval.
- Develop budget guidelines, ensuring departmental expenditures remain within approved annual budgets.
- Drive the end-to-end Performance Management System to cultivate a performance-driven culture.
- Provide support on various HR-related matters and contribute to the development and implementation of solutions for effective change management initiatives.
- Conduct Job Evaluation for senior management promotion exercises.

Projects and other involvement

- Led the Total Rewards (Salary and Job Grading Structures, Pay-Mix, Bonus framework) exercise for UMW Group, ensuring alignment with business goals and industry standards.
- Prepared comprehensive proposals and management papers for HR annual business plans, special salary adjustments, flight risks, counter-offers and senior management contract renewals ensuring strategic alignment and timely decision-making.
- With the take-over by Sime Darby Berhad, currently supporting the Benefits Harmonisation exercise and Job Grade alignment across UMW Group of companies.

VICE PRESIDENT I, TALENT MANAGEMENT, GROUP HR
Prasarana Malaysia Berhad (September 2022 – April 2023)



Led the Succession Management and Performance Management Systems portfolios, driving talent management strategies and performance management programs for Prasarana Group of companies. Focused on ensuring leadership continuity, fostering employee growth and aligning performance with organizational objectives.

Job Scope

- Implemented talent management strategies aligned with organizational objectives to ensure leadership continuity and employee development.
- Developed and managed a comprehensive succession planning process to identify critical roles and potential successors across the organization.
- Collaborated with senior leadership to assess required skills and experience for key positions and identify internal candidates for targeted roles.
- Designed development plans for high-potential employees, preparing them for future leadership opportunities.
- Ensured the succession planning process integrates seamlessly with the overall talent management strategy.
- Evaluated the effectiveness of talent management programs and provide recommendations for improvement.
- Led Group-wide Performance Management including the preparation of proposal papers for annual increments and bonuses.

Projects and other involvement

- Support Group-wide job grade & salary structure and staff benefits review exercise.
- Support in preparing the proposals/management papers for HR annual business plans, special salary adjustments, c-suite hirings and contract renewals.

MANAGER, PERFORMANCE MANAGEMENT, GROUP HR
PLUS Malaysia Berhad (April 2022 – September 2022)



Led the performance management portfolio, driving the development and implementation of robust performance management plans and initiatives aimed at fostering a high-performance culture. Focused on motivating employees to achieve excellence and aligning individual performance with the company's strategic objectives.

Job Scope

- Lead and managed end-to-end PMS process to ensure compliance with the Company's policies and procedures.
- Collaborate with the Corporate Finance and Planning department in the roll-out of the Corporate KPIs planning and cascading to ensure completeness, quality and alignment with the approved business plan and budget.
- Facilitated and guide the Senior Leaders and people manager on the performance management process, programme and initiatives to promote leadership accountability in ensuring leaders would be able to provide real-time feedback to the employees.
- Reviewed the calibration and finalization of performance rating to ensure accuracy, robustness and fair evaluation of employee's performance.

Contributions

- Reviewed the current PMS framework in line with best market practices and gauge the applicability.
- Enhanced the current PMS module in the Oracle system to increase its function and efficiency.
- Conducted Group-wide salary review and staff benefits benchmarking exercises to propose for enhancement of staff rewards and benefits.
- Prepared management papers for special salary adjustments and counter-offers cases.
- Developed employee flight risk framework as part of staff retention strategies.

MANAGER, GROUP HUMAN RESOURCES

Rohas Tecnic Berhad (February 2019 to April 2022)



Entrusted to lead various portfolios under the Rohas Tecnic Group which include Total Rewards, Performance Management, Talent Acquisition, Industrial relations and heads the HR dept of a subsidiary company.

Job Scope

Total Rewards (Compensation and Benefits)

- Strategised, presented and implemented effective rewards and recognition programmes, policies and guidelines to streamline HR process efficiency in supporting talent retention strategies.
- Managed Group-wide salary and job grading exercises to determine the market pay rate for job positions.
- Managed other C&B portfolios such as HRIS and payroll systems, medical and insurance programmes.

Performance Management System

- Performed and presented the performance analysis, prepare reports and evaluate performance trends.
- Advised the management team on potential performance risks and strategic decisions in alignment with business goals and objectives.
- Conducted Group-wide performance management workshops on KPIs settings, managing performance reviews and handling poor performance.

Talent Acquisition

- Lead the Talent Acquisition function and ensure its overall process effectiveness through the establishment and review of recruitment policies and procedures and benchmark with best market practices.
- Worked closely with HRBP in developing, defining and implementing short- and long-term manpower plans for the business including succession planning management.

Industrial relations

- Investigated and resolve industrial relations issues in a harmonious, timely and effective manner.
- Managed disciplinary, grievance procedures, counselling, conciliations and other workplace issues.

Interim HR Head for HG Power Transmission Sdn. Bhd.

- Lead team of 3, spearheaded the HRA department including foreign worker management.
- Provided sound and practical advice to the management and employees on all HR related matters in line with the Company's policy and guidelines.

ACTING MANAGER, HUMAN RESOURCES & ADMINISTRATION

Tradewinds (M) Berhad (February 2015 – January 2019)



Recruited to strengthen the governance and compliance covering human capital system and processes through reinforcement of internal controls to drive operational efficiency as well as to fulfil a broad range of HR functions, including recruiting and training employees, administering benefits, and managing staff performance.

Assumed the role of Acting Head for HR and Admin Unit as a result of Company-wide restructuring and manpower rationalisation exercise. Additionally, I was entrusted to support the business and assigned to handle corporate strategy and investments monitoring portfolios.

Job Scope

Performance Management System

- Oversaw and managed the full spectrum of performance management system.
- Assessed and reviewed data analysis and reporting for all divisions.
- Data analytics for management reporting and dashboard.

Compensation and Benefits

- Designed annual performance bonus distribution against performance ratings for all job levels.
- Responsible for communication, implementation and administration of benefit programmes including medical, dental, life insurance, workers' compensation and employee assistance plans.
- Contract management including preparing a proposal on terms and conditions in renewal cases, staff on external assignment to other group companies, staff transfers and expatriate management.

Recruitment

- Responsible for the end-to-end recruitment process from manpower requisition stage to hire.

HR Policies, Procedures and Processes

- Reviewed and enhanced HR guidelines, policies and procedures to ensure the relevancy of current policies concerning business and operational needs and share best practices with the respective subsidiaries.

Industrial relations

- Managed disciplinary, grievance cases and other workplace issues.

Corporate Strategy and Investments Monitoring

- Supported the Group Managing Director on research and analysis works for various business areas including Coal business, electric vehicles and higher education programmes for Albukhary International University.

ASSOCIATE, STRATEGIC HUMAN CAPITAL MANAGEMENT

Khazanah Nasional Berhad (May 2010 – January 2015)



Recruited to support the team in various HR initiatives, among others, to manage the execution of learning and development interventions, management of graduate trainee programmes, refinement of policies and processes for the performance management system.

Job Scope

Learning and Development

- Conducted the TNA and identifying learning interventions through IDP and competency gaps assessment.
- Supported in the development of Company-wide Functional Competency framework.
- Administered staff's training and development including sourcing for relevant training providers and collating and analysing the training evaluation to ensure training programmes' effectiveness.

Performance Management System

- Coordinated the end-to-end process of performance management system processes in Khazanah Nasional.
- Assessed and reviewed data analysis and reporting for all divisions.
- Prepared presentation slides for the Promotion and Remuneration Committee.
- Assisted in reviewing the business case and evaluating promotion nominations from all divisions.

Graduate Management Trainee Programmes

- Managed the implementation of the GTPI and GTCA Programmes.

EXECUTIVE, TRAINING AND DEVELOPMENT

The Malaysian Insurance Institute (May 2009 – May 2010)



Job Scope

- Managed and coordinated in-house, public, academic and non-academic courses, seminars and team-building programmes for insurance companies' staff and agents.
- Prepared income & expenses reports for all training courses and seminars.
- Managed training plans, and post-training evaluation reports.

EDUCATIONAL BACKGROUND

Highest Qualification	: Bachelor's Degree in Event Management (Hons.)
Field of Study	: Event Management (Minor: Human Resource Management)
CGPA	: 3.67 out of 4.00 (1 st Class)
2 nd Highest Qualification	: Diploma in Office Management and Technology
Field of Study	: Office Management / Secretarial Science
CGPA	: 3.42 out of 4.00

REFERENCES

References are available upon request.