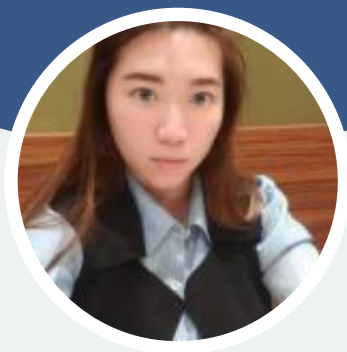


Christine Lum



Personal details



Christine Lum



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No.36, Jalan Aman Elemen 8,
Bandar Tropicana Aman
42500 Telok Panglima Garang,
Selangor, Malaysia



September 19, 1989



Petaling Jaya, Selangor
Malaysia



D



Female



Malaysian



linkedin.com/in/christine-lum-
02727377?utm_source=share&
utm_campaign=share_via&
utm_content=profile&
utm_medium=android_app

Skills

Salary Proposal Negotiation

HR Digitalization & Transformation

Leadership skill

People Development Skill

HR communications

Profile

Other Information · Willing to work extra miles for the company.

- Good administrative skills, computer literate (Excel, Word & Power Point), good written and verbal communication skills, and previous experience in office management.
- Proven ability to consistently meet deadlines with complete reliability.
- Excellent management and people skills when dealing with staff, members of the public, the media, and other industry stakeholders.
- Able to handle a dynamic and changing work environment, and work well independently.
- Able to manage employees from all levels and functions.

Education

Master's Degree in Human Resource Management

Jun 2016

[Open University Malaysia \(OUM\); Malaysia](#)

Diploma in Business

Jun 2009

Studies/Administration/Management

[Tunku Abdul Rahman College \(TARC\); Malaysia](#)

Employment

Compensation & Benefit Manager

Sep 2021 - Present

[Antah Schindler Sdn Bhd, Petaling Jaya, Selangor Malaysia](#)

Industry Heavy Industrial / Machinery / Equipment Specialization Human Resources Role Compensation & Benefits Position Level Senior Manager

- Compensation & Benefits Monitor, review, benchmark and update HR Policies and Compensation and Benefits practices to ensure they are aligned to Group Business Priorities as well as external market trends. Evaluate the compensation landscape to understand industry best practices through benchmarking, industry research, employment trends and make recommendations. Administer and manage company benefits end to end. Coordinate and annual bonus and salary increment processes. Effectively manages and collaborates with existing consultants and vendors to enhance current Group C&B practices. Collaborate and maintain professional communication with vendor and Third-Party Administrator (TPA). Recommend policies and process improvements or best practices that will enhance employee engagement. Prepare necessary report for management to review. Act as front liner to respond to enquiries, issues or communications with regards to employee compensation and benefits. Handle Expatriate administration and human resources policies and procedures. To

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Payroll skill

Computer Literate

Microsoft Office

HR Operating Systems

Oracle

Peoplesoft

SAP HCM

SAP ERP 6.0

Service-Now

Fast Pace Multitasking & Resilience

Compensation & Rewards Benchmarking

Benefits Policies Review

Mercer Benchmarking

Annual Performance Review

Performance Improvement Plan

Proactive

Highly motivated

Continue Improvement Initiative

Integrity

Languages

English

Malay

Chinese

Cantonese

Hobbies

- Swimming
- Travel

undertake any other assignments or projects assigned by the Company from time to time.

· Continuous Improvement Adapting to market changes Digital transformation and technology upgrades Solving internal problems with organizational structure Improving processes and procedures Payroll Integration Projects/ Employee Self Service (ESS) to Peoplesoft (Oracle)

· Recruitment To assist the Operating Companies to deliver a pro-active, progressive, innovative and customer-focused recruitment function. Assist to facilitate the achievement of business objectives and to drive forward organizational performance. Manage the HR recruitment and team, including the development and operation of appropriate recruitment/selection methodologies to ensure that the organization is able to deploy resources in the most effective and efficient manner. Manage the relationship with preferred suppliers of agency staffing resources ensuring effective operation of the contract to maximize the effectiveness and value for money of the

supply of agency staff. Work in partnership with Operating Companies HR to develop proactive recruitment policy, practices and initiatives which support recruitment of high quality staff. To deliver an effective and value-adding recruitment strategy and ensure its contribution towards the HR strategy. To ensure that recruitment procedures support the business objectives and comply with the Recruitment and Selection Policy.

Payroll Team Lead-China Mar 2018 - Apr 2021

Aspiro Sdn Bhd, China
Industry Call Center / IT-Enabled Services / BPO Specialization Human Resources Role Compensation & Benefits Position Level Manager Monthly Salary MYR 8,056

-Incharged of China Payroll Operation (Kick off for Wave 2 & Wave 4, Ningbo, GuangXi, JinHai & Rudong mill project implementation - Fit Gap & KT on whole Employee Life Cycle from Non Payroll, Time Management, C&B & Payroll processes until Go Live) -Ensure project transition is successful able to carry out the result met SLA based on accuracy & timeliness. -Customer liaison and support, working through others to ensure effective processing activity on all aspects of the "employee life cycle" from recruitment to post employment (immediate and responsive) -Supervise the team, manage performance and hold individuals to account -Ensure filing / archiving of HR and payroll information & E-documentation -Supervise data input, maintaining the accuracy of the HR system and ensure the production and checking of data for payroll purposes, performance and statutory reporting, and on request -Produce/ create more complex reports routine or ad hoc on request -Advise on the provision of, and provide where needed, facts and information (general enquiries regarding the "employee life cycle" inc. compensation & benefits, pay, terms and condition of employment, references & etc) -Ensure processes are effective and continue to be improved (working with others in HR to ensure standardisation of approach) -Working to add value to, and be a valued member of the team, and to be valued by customers - Work as the lead business group liaison for with multiple stakeholders to ensure their HR administration runs smoothly -Ensure self and team work effectively to understand and deliver desires level of standards and performance. -Payroll

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Payroll Team Lead

Jul 2016 - Feb 2018

OSHRs, Petaling Jaya

Incharged of: a) Daimler Local Payroll Daimler Japan (Total 4 entities 1200 h/c) - Mercedes Benz Japan Co Ltd - Mercedes Benz Finance Co Ltd - DFS Japan Co Ltd - Daimler Insurance Services Japan Daimler Thailand (Total 4 entities 1000 h/c) - Mercedes Benz (Thailand) Limited - Mercedes Benz Leasing (Thailand) Co Ltd - Mercedes Benz Manufacturing (Thailand) Ltd - Daimler Commercial Vehicles Thailand Daimler Vietnam (1 entity 1400 h/c) -Mercedes Benz Vietnam Ltd b) Daimler Expat Payroll (All countries) 1. China (13 entities) 2. Australia 3. Dubai 4. India 5. Indonesia 6. Japan 7. Korea 8. Malaysia 9. Singapore 10. Taiwan 11. Thailand 12. Vietnam Clean up/ update for all payroll related documents: 1. Payroll URS & ESS URS 2. PE matrix 3. Statutory update 4. CR/SCR update Monthly Reports submission: 1. Invoicing 2. SLA reports

Assistant Manager Human Resources

Aug 2015 - Jul 2016

Ann Joo Group, Petaling Jaya, Selangor Malaysia

• Compensation & Benefit

1. Involved in the day to day running of the department to provide effective and efficient delivery of services to support on daily operational compensation & benefit and payroll matters.
2. Handling payroll for Malaysia & Singapore for managerial level & above for all Manufacturing and Trading Division. (Total 6 companies)
3. Work with managers to provide advice, assistance, improve or setup HR processes for the organization, value-adding in areas where there is room for improvements and follow-up on employee inquiries relating to administrative support, employee compensation & benefits, payroll, HR policies and practices to complete employee performance review process, Yearly/ Monthly/ Ad Hoc Human Capital reports, bonus payout and increment exercises, etc.
4. Manage and track the employee benefits (e.g. insurance policy renewal and claims, leave management, reimbursement claims, long service award, annual dinner, family day, tuition fees discount, ESOS, club membership etc.)
5. Payroll software used Visual Solutions

• Recruitment

1. To assist the Head of HR Operations to deliver a pro-active, progressive, innovative and customer-focused recruitment function. Assist to facilitate the achievement of business objectives and to drive forward organizational performance.
2. Manage the HR recruitment and team, including the development and operation of appropriate recruitment/selection methodologies to ensure that the organization is able to deploy resources in the most effective and efficient manner.
3. Work in partnership with HR colleagues and recruiting managers to develop proactive recruitment policy, practices and initiatives which support recruitment of high quality staff.
4. To deliver an effective and value-adding recruitment strategy and ensure its contribution towards the HR strategy.
5. To ensure that recruitment procedures support the business objectives of the Legion and comply with the Recruitment and Selection Policy.

PA to CFO cum HR

Mar 2014 - Aug 2015

JM Ocean Avenue (Malaysia) Sdn Bhd, Petaling Jaya, Selangor Malaysia

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HR Related Matters Malaysia Branch • Full spectrum of HR Related matters • Process payroll for all employees in Malaysia Branch and ensure accuracy, compliance with statutory requirements, meeting contribution or payment timeline and updating staff data in HR system • Prepare payroll report on a timely manner • EPF, Income Tax, Socso, Perkeso, Bonus Run and etc • Checking on employees' claims and leaves record • Current system HR 2000 (Quick Pay & Quick Staff) • Liaise with Accounts Department for next month budget & forecast • Authorized to approve payroll on behalf of the company (CIMB Biz Channel) • Ensure all documents pertaining to payroll and statutory regulations are file accordingly.

Regional Branches • Process payroll for directors, regional presidents, chief officer and specialist only. • Prepare employment contracts • Record, updates and filing for every employees • Regional Payroll approval for certain countries • Checking on leave and attendance record • Any other assignments as and when required.

Job Scope for (PA) • To coordinate and delegate work as directed to enable the CFO to lead, develop and execute the Company's business plan and activities effectively and efficiently. • To coordinate and monitor the implementation of control procedures, policies and operating procedures of the company to ensure a better efficiency and cost effective management of resources. • Assist CFO to keep track and control of departmental expenditures trend to prepare correspondence, reports and materials for presentations in meetings. • Coordinate appointment, meeting, conferences and maintain CFO's calendar. • Taking dictation, document translations from Chinese to English, preparing letters and memos as required • Consolidate and handle all expenses/ claims reimbursements, administrative and agenda setting prior to schedule meetings • Overseas to other branches for meetings and inspection purposes.

Personal Assistant cum Legal Secretary

Apr 2011 - Mar 2014

Messrs Suhaili & Song, Subang Jaya, Selangor Malaysia

Personal Assistant to Managing Director & handling full spectrum of Human Resources (Payroll & Recruitment) & Conveyancing duties

Global Hub Administrator

Jan 2008 - Dec 2011

Standard Chartered - Scope International

Industry Banking / Financial Services Specialization Banking/Financial Services
Role Management Position Level Junior Executive Monthly Salary MYR 2,800

RESPONSIBILITIES:

1. HR Related Matters Monitoring of staff attendance and activities i.e. medical leaves. Monitor training records for all staff in the department, especially compulsory training. Ensure all staff in the department completed all compliance forms and further monitor and follow-up. Ensure all new joiners system accesses are raised via RMS. Ensure all leavers system accesses are removed via RMS. Arrange for interviews
2. Finance Related Matters Ensure all finance related matters (especially VRM and VBD head) are kept in organized matter and confidentially. Filing of all PO or invoices for the unit and tracker is updated.
3. Sales and Operational Prepare daily, weekly and monthly sales, departmental & management reports. Prepare and send daily batching. In charge of Barcoding for Lending (Mortgage and Unsecured) Sending of VRMs' email applications (unsecured) to SG Banking Operations Track referrals from other departments

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and distribute them to the VRM/ Sales team. Courier arrangement

4. Office Administration Upkeep office equipment - to ensure that all in working conditions. Maintain office cleanliness. Handling of company documentation appropriately - always observe in accordance to compliance i.e. confidentiality and secrecy. Ensure all extensions are updated in the floor map. Lockers are assigned Maintain Visitor Logbook and gift register. Maintaining of VRM details

5. Reporting User review or system access are checked and access are updated. Ensure all daily/weekly/monthly reports are sent per due date (e.g Daily AUM, weekly Sales, weekly Closure from referral)

6. RMS Raise RMS for VBD System Change/ Maintenance Requests or non-system change request. Liaise & attend to Dunia Bintang & Telesupply for issues relating to PABX, LAN, Call routing, Phones & Call Recording

7. Voice Logger Ensure all extensions are "Enable" for recording in Voice Logger Monitor Application Retrieve Conversations via Nice System All voice recording backup tape are stored as per compliance process

Certificates

**SAP CERTIFICATION_ HCM with SAP ERP 6.0
EHP5**

Dec 2014

MSC Malaysia MyProCert (SRI)

Become a Better Coach for Your Team

Feb 2023

LinkedIn Learning Certificate of Completion

Courses

**Executive Master in Human Capital
Management**

Jul 2016

Open University
CGPA : 3.67 Distinction

Diploma in Business Studies (Marketing)

Jul 2009

Tunku Abdul Rahman College
Merit

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