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CAREER OBJECTIVE

A seasoned professional with over 19 years of experience in compensation and benefits management across APAC, seeking to leverage expertise in total rewards strategy and HR data analytics to drive organizational excellence in a dynamic leadership role.

PROFESSIONAL EXPERIENCES (~19 YEARS)

Company Name	: Principal Asset Management Berhad
Position	: Associate Director – Compensation & Benefits (APAC)
Period	: Oct 2023 - present

Work Description:

Provides regional support in the area of Rewards aligned with organizational objectives.

Project-to-date and role responsibilities in the positions include:

- Managed the Annual Manpower Budget, ensuring alignment with organizational goals.
- Led the annual Bonus & Salary Review process.
- Conducted comprehensive Market Benchmarking Studies to ensure competitive compensation and benefits packages.
- Conducted job analysis and evaluation processes to align roles with organizational needs and market trends.
- Implemented new benefit enhancements and change management processes to improve employee engagement.
- Developed a comprehensive Remuneration Policy, integrating global total rewards philosophy.
- Contributed to various projects with other departments in the rewards area to support organizational objectives and enhance employee engagement.

Company Name	: Kenanga Investment Bank Berhad
Position	: Head of Rewards Management
Period	: July 2022 – Sept 2023

Provides strategic support in Rewards management, leading projects that align with company goals.

- Led the annual Bonus & Salary Review process, aligning compensation with market standards and organizational objectives.
 - Executes comprehensive Market Benchmarking Studies to maintain competitive compensation and benefits offerings.
 - Oversees job analysis and evaluation processes, aligning roles with organizational needs and market trends.
 - Developed a Total Rewards Framework for Kenanga Group, establishing a robust compensation and benefits structure to attract and retain top talent.
 - Developed a starting salary guideline for fresh graduates, ensuring competitive entry-level compensation.
 - Initiated Talent Retention Programs, reducing turnover and fostering a motivated workforce.
 - Held additional responsibility as Data Officer for Group Human Resources, managing data integrity and incident response to protect against data leakage.
 - Lead overall Rewards management, including Compensation, Benefits Administration, Payroll Administration, HR System, Data Analytics & Reporting.
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Company Name : Aker Solutions
Position : Senior Specialist, Rewards
Period : Feb 2019 – June 2022

Provides support in the area of Rewards & HR Analytics for Malaysia, China, Australia, Kakinada, and Brunei.

- Led the execution of Annual Bonus & Salary Review exercises across Malaysia, China, Australia, and Kakinada, ensuring alignment with global compensation strategies and local market dynamics.
- Managed comprehensive Market Benchmarking Studies and submissions for Korn Ferry Hay Group, engaging with Mercer for the Energy Forum and Willis Towers Watson for secondary data to maintain competitive compensation packages.
- Led the annual review and approval of salary ranges, ensuring they meet the strategic objectives and market competitiveness of the organization.
- Led job analysis and job evaluation process across the region, aligning job roles with organizational strategy and market conditions.
- Prepared monthly management reports for executive meetings, providing insights into HR metrics.
- Approved salary proposals for new hires, promotions, counter-offers, and external hires, optimizing talent acquisition and retention strategies.
- Created an infographic on the Employee Share Purchase Plan (ESP), centrally managed by Global, to enhance employee understanding and participation.
- Led the development and implementation of Malaysia's Shorter Work Week program
- Supported the implementation of a Retention Bonus exercise for identified talent, reinforcing talent management and retention strategies.

Global Project

- Involvement in the iteration process i.e. identify local requirements, local T&C etc), UAT, communication to employees & post implementation support
- Support implementation of Concur (new travel claim system) for the region.
- Support implementation of People Portal Upgrade for the region

Company Name : AmBank Group
Position : Senior Manager
Period : Jan 2016 – Feb 2019

Provides management support to the Human Resource Function in the area of Rewards & Analytics.

- Led the Total Reward Statement (TRS) project, providing a comprehensive view of compensation and benefits to all employees (approx. 10,000), enhancing transparency and employee awareness.
 - Developed and implemented a comprehensive HR Dashboard for all business units.
 - Led the Annual Salary Review and Bonus exercises, managing the budgeting process to align with organizational goals and market competitiveness.
 - Conducted Market Benefits Studies and submissions with McLagan & Willis Towers Watson, ensuring the company's benefits offerings are competitive and aligned with industry standards.
 - Played a pivotal role in the analysis and implementation of the Year 3 Flexi Benefits scheme, optimizing benefits customization and employee satisfaction.
 - Analyzed Pulse Survey results on AmBank Group Strategy to assess effectiveness, awareness levels, and engagement among target employee groups, guiding strategic HR interventions.
 - Championed data governance across HR services, promoting accuracy, compliance, and operational performance enhancements.
 - Conducted diverse analyses to support HR projects, including Flex Benefits, headcount analysis, and other strategic initiatives.
 - Enhanced the Performance Management process to strengthen alignment between individual performance and organizational goals, facilitating continuous feedback, and driving performance improvements.
 - Contributed to developing and implementing succession planning and talent management strategies, ensuring organizational resilience and cultivating a high-potential talent.
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Company Name : Petronas Lubricants International Sdn Bhd (PLISB)
Position : Senior Executive – Compensation & Benefits, HRM Asia
Period : Feb 2015 – Jan 2016

Assist Head of Regional HRM Asia to support HR operations in Asia (China, India, Indonesia, Myanmar & Australia) mainly in the C&B area. Cooperate with Group C&B to design new C&B initiatives and ensure implementation in Asia.

- Managed the Performance Appraisal exercise across the Asia Region, aligning evaluations with strategic goals and fostering a culture of continuous improvement and achievement.
- Led the annual exercise for Bonus and Increment/Promotion payouts and execution, ensuring equitable and performance-aligned compensation adjustments.
- Managed the revision of the Salary Structure for the Asia Region, incorporating a comprehensive market analysis of pay grades and ranges to maintain competitive and equitable compensation practices.
- Successfully completed a Job Evaluation (JE) exercise for the Restructuring of PLI in Greater China, optimizing job structures to align with strategic business needs.
- Led the first phase of Job Evaluation Management (JEM) Implementation for the Asia Corporate Office, establishing a framework for consistent and objective job assessments.
- Coordinated Market Benefits Study submissions for Hay Group, ensuring the company's benefits offerings are competitive.
- Administered Expat Management, including proposing packages, managing contract renewals, and overseeing benefits administration, enhancing the attractiveness and retention of international talent.
- Implemented enhancements to the Performance Management Process, integrating goal setting, performance reviews, and development planning to improve alignment with organizational objectives and individual career growth.

Company Name : Al Rajhi Bank Malaysia
Position : Assistant Vice President Rewards & HR Operations
Period : Jan 2010 – Jan 2015

Assist Director HR in supporting Rewards & HR operations in AlRajhi Bank. Lead Rewards & HR operations team to ensure smooth HR day-to-day operations.

- Led the bank-wide Yearly Performance Appraisal exercise, aligning employee performance evaluations with strategic goals to enhance productivity and engagement.
 - Managed the HR Personnel budget, including regular monitoring, reporting, and adjustments, ensuring alignment with organizational financial objectives.
 - Led the bank-wide bonus, increment, and promotion proposal processes, from payout execution to strategic compensation adjustments.
 - Led the revision of the bank-wide salary structure, ensuring competitive and equitable compensation practices through meticulous market analysis and internal alignment.
 - Revised HR Policies & Procedures, ensuring compliance, efficiency, and alignment with evolving organizational and regulatory landscapes.
 - Overhauled Bank-wide Medical Benefit policies, improving employee satisfaction and wellness support while ensuring cost-effectiveness.
 - Developed a comprehensive HR Dashboard for senior management, providing key insights into workforce metrics to inform strategic decision-making.
 - Developed automated in-house Psychometric & Aptitude Tests for recruitment operations, streamlining the hiring process and improving candidate fit assessment.
 - Managed the submission of the Market Benefits Study to Towers Watson, ensuring the bank's benefits offerings remain competitive and aligned with industry standards.
 - Led HR operations, including HRIS, payroll, and expat management, ensuring seamless HR service delivery and compliance with legal and organizational standards.
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Company Name : Scope International (M) Sdn Bhd
Position : Senior Global Operation Officer
Period : Apr 2006 – Jan 2010

- Support the Loan Processing Unit supporting Malaysia, China, Philippines, and Vietnam, ensuring high-quality service delivery to customers and adherence to the required standards.
- Maintained consistency in accuracy, turnaround time (TAT), and productivity, upholding the highest levels of operational excellence.
- Proficiently executed Business-as-Usual (BAU) activities, guided by operational procedures and policies, to ensure seamless and efficient service delivery.
- Vigilantly ensured awareness and full compliance with all rules, regulations, policies, procedures, and the code of conduct imposed by the Company/Group, safeguarding organizational integrity.
- Managed the operational risk of the team effectively to prevent operational or reputational losses, ensuring a robust risk management framework.
- Exercised due care and diligence in daily operational matters, particularly regarding Money Laundering and KYC, to uphold regulatory compliance and mitigate risk.
- Provided support to superiors and subordinates, including the Global Operations Officer, fostering a collaborative and efficient operational environment.

Company Name : KFC Peninsular (M) Sdn Bhd
Position : Assistant Restaurant Manager
Period : Nov 2004 – Apr 2006

EDUCATION

Universiti Teknologi Malaysia
Bachelor's Degree in Computer Science, Major in Software Engineering
Major in Software Engineering

REFERENCES

Available upon request.