

Noraida binti Ismail

missaida@yahoo.com | (+60)197737544

www.linkedin.com/in/nurul-h-09702493

PROFESSIONAL EXPERIENCE

HR Project Consultant (Rewards and Performance)

Freelance Consultant

Jan 2024 – Current

- **Client Engagement and Needs Assessment:** Design innovative compensation structures, including salary bands, bonus schemes, and incentive plans, to attract, motivate, and retain top talent.
- **Strategic Planning and Customized Solutions:** Design innovative compensation structures, including salary bands, bonus schemes, and incentive plans, to attract, motivate, and retain top talent.
- **Implementation Support and Change Management:** Provide hands-on support to implement recommended changes, working closely with internal HR teams or stakeholders.
- **Market Research, Benchmarking, and Trends Analysis:** Provide insights and recommendations based on industry trends and emerging best practices to drive informed decision-making.
- **Documentation, Reporting, and Project Evaluation:** Prepare detailed reports and documentation outlining project findings, recommendations, and implementation plans
- **Knowledge Sharing:** Engage in knowledge sharing with clients, providing guidance and resources to empower them to build internal capabilities and expertise in rewards and performance management practices.
- **Project Completion:**
 1. **BPO Client: Redesigned Compensation Structure**
 2. **GLC Client 1: Job Description Review, Salary Benchmarking and Redesigned Compensation Structure**
 3. **GLC Client 2: Salary Benchmarking, Reward Review, Compensation Policy and Implementation**

Lembaga Tabung Angkatan Tentera

Assistant Vice President

Jan 2023 – Jan 2024

- Collaborate with the Vice President to develop comprehensive strategies for rewards, performance management, and HR operations that support the company's overall strategic direction.
- Monitor and proactively manage the performance of the rewards, performance management, and transactions unit to ensure targets are met or exceeded.
- Advise and communicate with senior management on emerging trends, best practices, and potential areas for improvement related to compensation, benefits, performance management, and HR operations.
- Assist in establishing appropriate performance measures and competency targets for employees in alignment with the company's goals.
- Stay informed of industry trends and recommend changes to enhance the effectiveness of compensation, benefits, and performance management programs, particularly in light of the digitalisation of HR practices.
- Ensure uniform administration of compensation, benefits, and performance management programs throughout the organisation, including providing training to ensure consistency and compliance.
- Develop and implement appropriate tools and resources for managing employee performance, including performance management software and goal-setting frameworks.
- Ensure compliance with all company policies and procedures related to compensation, benefits, and performance management.
- Work with the Vice President to lead the review of HR policies and processes, including the digitalisation of forms, documents, and processes to streamline and improve efficiency.
- Developed and lead Employee Engagement program especially employee wellbeing
- Developed Compensation and Rewards Policy and some policy under Employee Relation
- Overseeing Employee Relation / Industrial Relation Officer function

Weststar Aviation Services Sdn Bhd

Assistant Manager, Compensation & Benefits/ Performance Management

Dec 2014 – Aug 2022

- Analysed and interpreted employee performance to strategize effective compensation and benefit programs for 900 employees across 15 pay bands.

- Researched 5 competitors and conducted compensation surveys to devise compensation proposal and budget.
- Continually managed employee benefit programs via benchmarking and market studies, as well as salary structure analysis.
- Identified 88 of employee facing salary inequities, rebalanced them through correction strategies and led to 80 of those employees being retained for longer than 2 years.
- Monitored changes in compensation laws and regulations to ensure 100% compliance.
- Designed employee engagement activities such as the Mental Health Program in 2019, which reduced medical utilization cost by 26% in 2020 compared to previous years and reduced turnover rate by 1.5% for employees aged 20-40 due to workplace stress.
- Secured cost savings of RM650k for international insurance coverage (43% of the FY2021 budget).
- Consulted senior management on trends and best practices in performance management.
- Audited business units to ensure competency targets and performance measures are met.
- Led initiatives to moderate performance ratings against rater biases and other forms of discrimination.

Weststar Aviation Services Sdn Bhd

Admin Executive

Mar 2011 – Dec 2014

- Selected out of 234 employees to be an organizational committee member of the Joint SAR Operation - SAREX (Government & Private Sectors) Offshore Helicopter Operations Conference, co - hosted by Dept. Of Civil Aviation Malaysia and Offshore Oil & Gas Industries, which developed the "KIJAL RESOLUTION 2016", used as a guideline for National SAR Agencies, Airport Operators, O&G Operators and O&G Operators for search & rescue operation.
- Setting up new branch at Kerteh, Terengganu from construction to the launching of new branch
- Provided secretarial / administrative support to 4 Company Senior Management.
- Maintained office space worth RM20 Millions of values including furniture and fixture, telephone system, aircraft hangar and heavy machineries.
- Liaised with the building management on building management matters e.g., carpark, maintenance, safety etc.
- Managed renewal of Regulatory License, building Insurance, Contracts, Advertisement HR Admin Support
- Assisted HR Department in admin task e.g., processing of medical claims, leave application, logistic arrangement for new recruits, interview arrangement Travel Arrangement for 180 staff.
- Handled business travel and hotel arrangements for management, staff and pilot air crew medical.

Exxonmobil Exploration and Production

Admin Support

Aug 2010 – Jan 2011

- Created sea freight manifests, documentation and supporting task for average 4 vessels a day hired by ExxonMobil to the offshore platforms

Other professional experiences:

- **MNM Services Sdn Bhd** [*Customer Service Officer*] 2009 - 2010
- **Trainer** [*Jabatan Latihan Khidmat Negara, Classroom Teaching and Coaching*] 2004 - 2006

EDUCATION

International Islamic University of Malaysia

Bachelor in Human Sciences (Organizational Communication), Degree (Second Upper Class)

Selangor, Malaysia

2004

ADDITIONAL INFORMATION

- **Technical Skills:** Benefit Calculations & Design, Performance Management, Employee Engagement, MS Office,
- **Languages:** English & Malay (Professional Proficiency)