

Rachel Rabiam Deng

Highly skilled HR professional with over 8 years of experience in industries such as plantation, oil and gas, and manufacturing. Additionally, over 2 years of experience in banking customer service and documentation handling in the consultancy sector. Strong background in employee relations, corporate culture, compensation & benefits, and recruitment, with proven ability to manage performance, resolve conflicts, ensure compliance, and drive engagement through effective HR policies.

EXPERIENCES

LONGi Malaysia Sdn Bhd — Employee Relations, Senior Executive September 2023 – Present

- Oversee employee relations and corporate culture, fostering a positive and productive work environment.
- Design and develop ER policies, manage industrial relations, and conduct disciplinary investigations.
- Lead performance management initiatives, linking performance with payroll and remuneration systems.
- Develop and deliver training on ER/IR policies and ensure compliance with the Sarawak Labor Ordinance.
- Manage grievance processes, handling employee complaints and resolving conflicts.
- Stay updated on labor laws and advise management on legal compliance to minimize liability.

Cahya Mata Phosphates Industries Sdn Bhd — Compensation & Benefits Executive cum Recruiter February 2023 – July 2023

- Managed compensation and benefits, ensuring payroll compliance with regulations and processing monthly payroll.
- Handled recruitment processes, including candidate sourcing, screening, and onboarding.
- Administered personnel data, leave management, and maintained employee records.
- Created and updated job descriptions and classifications.

Palmhead Management & Consultancy Sdn Bhd — HR Executive April 2017 – September 2023

- Led the HR department, overseeing the full spectrum of HR functions.
- Managed HR projects, disciplinary processes, and domestic inquiries.
- Acted as a senior HR point of contact, supervising staff and supporting HR functions in the absence of the HR Manager

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SKILLS

Recruitment & Onboarding

Payroll Management

Compensation & Benefits

Employee Relations & Industrial Relations

Performance Management

HR Policy Design & Compliance

Training & Development

Conflict Resolution

Employee Engagement

Labor Law Compliance

CERTIFICATION/COURSES/ TRAINING ATTENDED

Professional Certificate in
Human Resource Management
“Certified Human Resource
Officer” issued by MIHRM.

Obtained on: 20/9/2021

Termination without violating
the law

Effective Communication with
EQ

Human Resource Management
for Executives

The Art of Leadership
Communication Training

Developing KPI & KRA Training

KWPSM Workshop (HRDC)

Practical Guidelines to
Managing Workplace
Misconducts and Domestic
Inquiry Procedures

RM Leopad Sdn Bhd — HR & Admin Junior Officer

October 2016 – April 2017

- *Supported HR and administrative functions, including payroll processing, recruitment, training, office supplies etc.*
- *Assisted in employee onboarding and other HR-related tasks.*

Training Need Analysis

The 7 Habits of Highly Effective People

Aligning Supervisors Effectiveness for Organizational Excellence

Affin Bank Berhad — Customer Service Deposit Executive

April 2016 – August 2016

- *Managed deposit and lead generation activities, promoting retail banking products to increase profitability.*

CIMB Bank Berhad — Customer Service Officer

September 2015 – March 2016

- *Handled customer transactions and inquiries, providing support and solutions based on their banking needs.*

HII & LEE ASSOCIATES (B) SDN BHD — Secretarial Assistant

May 2014 – August 2015

- *Assisted with company registrations, share transfers, and document processing, ensuring proper filings with the Company Commission of Malaysia (SSM).*

Education

UNIMAS, Kuching — *Bachelor Degree in Business Administration (Marketing)*

12/2010 – 01/2014

Politeknik Mukah Sarawak — *Diploma in Business Studies*

07/2007 – 06/2010