



NUR NABIHAH MUHAMMAD ZULKIFLI

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Nationality : Malaysian

PROFILE

A passionate and versatile HR practitioner with expertise in talent management, learning and development, and workforce planning. Proven ability to drive employee development initiatives and implement effective HR strategies. Adaptable, creative, and committed to fostering high-performance cultures across diverse industries.

WORK EXPERIENCE

Deputy Manager Talent Mgmt, Learning & Development, KPJ Healthcare Bhd **July 2024 - Present**

Talent Management

- Designed and implemented talent management process.
- Designed, developed and supported company-wide talent management programs including performance management and succession planning.
- Drove talent assessment plans including profiling tools and development interventions for leadership and succession.
- Reviewed and enhances the effectiveness of talent management programs across the company.
- Consolidated the talent pool data for JCorp reporting.

Learning and Development

- Identified development opportunities and facilitated feedback to improve training effectiveness.
- Led the development and implementation of leadership development programs for people managers and future leaders.
- Identified and recommended leadership development opportunities for senior leaders and business drivers.
- Partnered with external training providers to deliver impactful learning solutions.
- Measured and reviewed the effectiveness of training and development programs and recommended enhancements.
- Consolidated and analyzed the training records data for JCorp reporting.
- Developed the L&D Dashboard using Power BI.

Projects

- Executed the culture and change management exercise.
- Facilitator for HRIS system change.

Senior Executive Talent & Performance Mgmt, Boustead Properties Bhd **Nov 2022 - July 2024**

Talent Management

- Liaised with universities for knowledge sharing.
- Assisted with the sourcing of vacant positions.
- Monitor and maintain the talent pool for Boustead Properties Berhad.
- Developed the technical competencies for Boustead Properties Berhad.
- Facilitated the Head of Divisions in determining pivotal positions and potential successors.
- Managed the assessment of potential successors for the Talent Council's review.
- Collaborated with the Head of Divisions to assess skill gaps and identify training needs for potential successors.

Performance Management

- Implemented the all-new Executive confirmation form.
- Improved and implemented the all-new Non-executive and PIP form.
- Developed the Performance Management training module.
- Planned, designed and facilitated the learning and awareness of the Performance Management framework, system and alignment process with the Company's scorecard and deliverables.
- Established key performance indicators (KPIs) and metrics to track Corporate Services operational performance.
- Planned, implemented and facilitated the year-end review and Performance Calibration process in line with the People's Policy.
- Implemented and monitored the Performance Improvement Plan for under-performers in line with the People's Policy.
- Developed, coordinated, managed and implemented a company-wide goal setting and performance management system and processes to assist managers to manage and improve employee performance.
- Planned, designed and implemented a Divisional Service Satisfaction Survey.

Organization Design

- Reviewed and redesign the organizational structure and optimized team alignment with business objectives.
- Executed the salary adjustment and realignment and total rewards initiative including bonus payments and increments.
- Consolidated the manpower data for Group reporting.
- Involved in the 2024 Manpower planning to ensure cost-efficient workforce.
- Update and maintain the organization structure.

Projects

- Implemented e-PMS
- Executed and analyzed the 2022 & 2023 Employee Engagement Survey.
- Full-time equivalent (FTE) Productivity Study.
- Digitalized the training request process at zero cost using the Microsoft 365 platform.
- Writer and Lead for HR awards.
- Army Veterans Transition Bridge (On-going).

Executive, Performance Management, Culture & Engagement, PROTON

Nov 2020 - Nov 2022

Performance Management

- Established guidelines and principles for 2020 & 2021 Performance Year-End Review.
- Conducted 2020 & 2021 Year-End Performance Conversation workshops for managers, line supervisors, and new managers.
- Maintained and analyzed the 270 degrees evaluation for Heads and VP level.
- Planned changes for the 2021 Performance Management System.

Culture Management

- Trainer for PROTON corporate values workshop.
- Integrated new corporate values into HR processes (as of 2021, 5 processes).

Talent Acquisition

- Liaised with universities for recruitment outreach.
- Assisted with the sourcing of vacant positions including interns and Management Trainee.

Projects

- Gamified the learning and understanding of PROTON COVID-19 policy & SOP.
- Writer and Lead for HR awards.

Commissions and Incentives

- Ensured timely and accurate extraction of data for the calculation of After Sales (Service) incentives.
- Ensured timely and accurate submission of final payout amounts for management approval and submission to payroll for payment.
- Managed, reviewed and processed After Sales (Service) incentives based on eligibility criteria.
- Raised, follow-up and addressed issues and inquiries from branches nationwide with regards to incentive calculations and payment.

Benefits Administration and Payroll

- Administered staff medical benefits and insurance.
- Liaised with TPA to provide accurate amount and payment of medical benefit payable.
- Liaised with the insurance provider to provide accurate sum insured amount for staff.
- Ensured staff purchase management is according to current policy.
- Attended to issues and inquiries regarding benefit and payroll matters.
- Coordinated communications of benefits-related information to employees.

Projects

- Executed the "Branch Transformation" & "Branch Consolidation" exercise & town hall.
- Participated "Medical Cost & Medical Leave Reduction 2019" exercise.

EDUCATION

Master of Human Resources Management Universiti Utara Malaysia	2019 - 2021
• Thesis on "The Influence of Job Embeddedness on Turnover Intention among Gen-Y".	
BBA (Hons) of Human Resource Management Universiti Teknologi MARA	2015 - 2018
• Thesis on "The Psychological Contract and Turnover Intention among Gen-Y".	
Diploma in Business Studies Universiti Teknologi MARA	2013 - 2015
• Courses learned includes the study of accounting, economics, marketing, management, math and statistics, language and communication, information technology and legal foundations.	

ADDITIONAL INFORMATION

- **Skills:** Incentives & Benefits Management, Performance & Consequence Management, Job Evaluation, Job Description, Total Rewards, Employee Engagement, Recruitment Outreach, Communication, Data Analysis, Strategic Planning, Continuous Improvement
- **Languages:** English, Malay
- **Availability:** Three (3) months

REFERENCE

Available upon request