

NUR SYAFIQAH MOHD PILOS (IQA)



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To seek a challenging environment that allows me to contribute to the continued growth and success of the organization. I aim to obtain a position that will enable me to apply my Human Resources knowledge and work experience to a growing industry. I look forward to working with a company that promotes quality products or services and provides the opportunity to meet and exceed departmental goals.

With a wide range of skills in human resources, industry relations, and a goal-driven mindset, I bring energy and drive as an individual contributor. I excel in both minimal supervision and team environments. I am seeking a role at the assistant manager /manager level or higher.

HUMAN RESOURCES

ACHIEVEMENT & PROJECT HISTORY

Recruitment for IT Digital Product at Young Living Malaysia

New project for the Company that need to hire 2 Product Owner, 1 Senior Digital Product Manager and UX Designer for APAC, EMEA and LATAM that based in Malaysia office, currently closed for 1 Product Owner and Senior Digital Product Manager.

Participants for High Potential Talents for Succession Planning at Young Living Malaysia

This is part of HR project to train high potential employees for succession planning by involved them in developing their skills to be the next in line managers/senior managers and I'm the next in line for HR department in this program at the same time as coordinator for the training.

Rookie of The Year Award from Young Living Malaysia

This award is given to the best performing first year employee in the Company. Voted by all HODs from different department based on work knowledge, performance, efficiency, initiatives, etc. Received this award in February 2023.

Star Performer January 2023 from Young Living Malaysia

This award is given to employee who shows consistent achievement in the past 3 months including service improvement and/or innovation project, achieving a deadline in the face of severe difficulties and improve Operation Efficiency / Productivity. Or Cost Improvement Initiatives. It also include key attributes eg be a motivating role model, keeping the team on track, leadership, multi-tasker, risk taker, outstanding memory, calm and focused (when things are hectic), etc. This award was nominated by General Manager.

Received this award in January 2023

Recruitment for NFR Call Centre agents for APAC team at Young Living Malaysia

New project for the Company and managed to close the recruitment in one month, hire 5 agents with same years of experience, offer same salary package and onboard at the same time for training in 2022.

Long Service Awards from MiCare Sdn Bhd

It's for 5 years of service and received during my 6 years in the Company. Received this award in November 2022.

Massive recruitment for Call Centre agent in 2016 and 2017 at MiCare Sdn Bhd

Due to expansion of the department, managed to close the recruitment of 20 headcount in 2016 and 30 headcounts in 2017 in just one month and half.

New Employee Excellent Program (NEEP) for People Systems Consultancy Sdn Bhd

People Systems Consultancy is a social enterprise that focuses on nation-building. Trained fresh graduates with average CGPA or unemployed more than 6 months to get employed with various companies. Part of Government initiative to decrease unemployment rate in Malaysia. Acting as Project Specialist and a Trainer/Mentor.

Reach Independence & Sustainable Entrepreneurship (RISE) for People Systems Consultancy Sdn Bhd

An entrepreneurship program with a focus on income increase, particularly targeting people with disabilities. Acting as Project Specialist and coordinator to recruit potential NGO to send participants.

SKILLS

Strong communication & interpersonal skills.

Strong motivation and coaching skill to guide and support teams throughout any task.

Able to think and make decisions quickly as circumstances change rapidly

Trustworthy, diplomatic and discreet.

Goal driven and a team player.

Independent and able to work with minimum supervision.

Flexible, adaptable, good at building relationship and able to influence others, have wide abilities in work role.

Able to handle stress well and can work under pressure.

TECHNICAL SKILLS

Microsoft Office – Word, PowerPoint, Excel.

HRIS System – Workday, HR2000, Infotech.

Accounting System - SQL

EXPERIENCE

PRO-NET (Proton New Energy Technology Sdn Bhd – subsidiary of PROTON), Subang Jaya

Assistant Manager, Talent Management, Performance and Training

September 2024 – present

Leading the talent management division focusing on performance management, training and talent management.

Talent Management:

Develop and implement strategies to attract, develop, and retain high-potential employees.

Oversee the full talent lifecycle, including workforce planning, succession planning, and career path development.

Collaborate with department heads to identify talent gaps and future organizational needs.

Manage and enhance employee engagement initiatives, ensuring alignment with company culture and values.

Conduct talent reviews and implement Individual Development Plans (IDPs) for key talents.

Currently: developing talent management plan for 2025 as the company don't have it in the first place

Performance Management:

Lead the company's performance management process, ensuring alignment with organizational goals.

Design, implement, and monitor performance appraisals, ensuring a fair and transparent evaluation system.

Work with managers to develop KPIs and SMART goals that drive individual and team performance.

Analyze performance data and recommend strategies for continuous improvement.

Provide coaching and support to managers on giving effective performance feedback and managing underperformance.

Currently: working together with Group HR to ensure the new PMS system is well implemented and coaching the managers how to use the new system.

Training and Development:

Assess training needs across the organization through needs analysis, employee feedback, and performance data.

Design, develop, and implement training programs to enhance leadership, technical, and soft skills.

Manage external training vendors, ensuring program quality and alignment with company objectives.

Monitor and evaluate training effectiveness through feedback, completion rates, and ROI analysis.

Create and maintain training calendars, records, and reports for leadership review.

Drive continuous learning culture through knowledge-sharing initiatives, e-learning platforms, and workshops.

Currently: Preparing the training calendar for 2025.

KENS APOTHECARY, Jalan Duta KL

Assistant Human Resource Manager

March 2024 – September 2024

Leading the HR department in creating a vibrant workplace. The role encompasses a wide spectrum of HR strategic function, from talent acquisition and development to policy implementation and employee engagement.

Recruitment and Talent Acquisition

- *Manage recruitment, interview and selection*
- *Maintain records and compile statistical reports concerning personnel-related data such as hires, transfers, performance appraisals and absenteeism rate to be presented at monthly HOD meeting.*
- *Conceptualize, plan, and conduct new employee orientations to foster positive attitude towards organizational objectives.*
- *Review all applicants and determine what field or job applicants are best suited for and provide additional information for supervisors as needed.*

Performance Management

- *Conceptualize, develop, and implement new and revised performance appraisal tools.*
- *Provide training and assistance to supervisors and managers in the appropriate usage of appraisal tools.*
- *Managing poor performance employees, industry relations and employees relations matter.*

Policies and Procedures

- *Responsible for setting up and reviewing the Policies and Procedures.*
- *Ensure policies and procedures are understood and complied by all level of associates.*
- *Ensure consistent policy and procedures implementation.*
- *Review and recommend improvements to existing policies.*
- *Administer, implement, maintain, and monitor all policies, procedures and programs including employee relations, benefits, benefit administration, training, organizational development and performance management.*

Compensation & Benefits Management and Payroll

- *Analyse, develop, and recommend sound plans, programs, and procedures, in the areas of classification, compensation, employee recognition etc.*
- *Oversee the administration of compensation programs.*
- *Ensure compensation information and knowledge is current and appropriate to the business needs of the company through participation in various salary, wage and benefit surveys or other means of sharing/ networking.*

Fosters Team Engagement and Build a strong Company Branding

- Planning of creative and engaging company activities to cultivate employee's loyalty
- Educate company objectives and improvement on company branding.
- Communicate the value of associate engagement in a way that reinforces the benefits to associates and the business.

Organisational Development

- Reviews the training needs of the Company in designing the appropriate training for team members to address this need and provide growth and promotion within
- Pre training and post training preparation.

YOUNG LIVING MALAYSIA, Bangsar South

Senior Human Resources Executive

January 2022 – February 2024

Main portfolio is Recruitment, Onboarding, Employee Engagement, HR policies, Employee Relations, Industry Relations, Training and Development

Work under minimum supervision of Regional Senior Manager Human Resources, APAC.

Administers core human resource processes, including recruitment, talent acquisition, onboarding, employment, employee and industrial relations, learning & development, performance management, operational HR, payroll, expatriate administration, etc, taking responsibilities in whole HR operations.

Conducts recruiting support and counsel including sourcing, interviewing candidates, conducting reference and background checks, preparing correspondence, extending employment offers, and on boarding preparation.

Manage onboarding, compensation & benefits, performance management, learning & development, etc. all open enrolment processes utilizing all resources to maximize understanding of offerings and automation of processes. Performs monthly staff redemption and purchases.

Performs monthly / yearly payroll coordination and execution.

Acts as a resource for employees regarding benefits, employee relations, a variety of human resource matters to employees. Provides day-to-day human resources support, and counsel to the business unit and/or functional group.

Initiates and develops training programs and activities for the company.

Prepares reports and analyzes data for information reporting and management decision making including APAC reporting.

Vendor management for HR related matters.

Any other related other related tasks and duties assigned by reporting manager

MICARE SDN BHD, Shah Alam

Senior Executive, Human Resources May 2015 – December 2021

Assisting Head of Human Resources and Admin department in leading the HR team and fully in charge of recruitment, training and development as well as industry relations. Build up SOP and new policies as well implementing new rules and regulations. In charge of Admin team also. Starting from Executive and promoted to Senior Executive in 1 year and half with the company.

Recruitment – full cycle of recruitment from sourcing, matching with job description, prepare job description for new roles, interview, hiring, orientation for new hire candidates until the staff leaves the Company. Recruitment includes massive recruitment (Call Center department) and all level of job category recruitment (corporate, non-executive, management etc). Liaising with recruitment agency for special arrangement recruitment but mostly using internal resources from the company ie job portal, reference program, career fair, advertisement etc.

Training & Development – prepare yearly training program available for staffs by working together with our parent company in training program; including induction program for new staffs, compliance training, soft skills and technical training. Updating training database and requirements that align with parent company's policies etc.

Industry Relations – handle every department disciplinary issues that reported by HOD or department managers and work hand-in-hand with the HOD and department managers starting from counseling, verbal warning, show cause, issuance of warning letter, domestic inquiries, suspension of work, termination etc. Giving advice to HOD or department managers on how to handle complicated issues and prepare report on the cases handled, providing solutions (after discussion with management team and HOD of HR&A department). Common cases handled: abscond, attendance, abuse sick leave, abuse emergency leave, attitude problem and insubordination.

Crisis Management – handle COVID-19 cluster at office that involves 35 employees and total of 71 people including close contact (Kluster Astaka) that happened on 30th October 2020 and it was reported in news (handling and preparing reports send to KKM, PKD Petaling and checking on employees who have been sent to hospital for quarantine.

PEOPLE SYSTEMS CONSULTANCY SDN BHD, Petaling Jaya

Project Specialist/People Organizer, March 2014 – March 2015

In charge of fresh graduates recruitment at the same time coordinating with companies to hire the fresh graduates as employee. For RISE project, in charge of recruiting potential OKU with business or desire to open new business with help from NGO and JKM.

Recruitment – doing job placement for fresh graduates who have been unemployed for a year or more with CGPA lower than 2.5, sourcing for the right companies to fit their limited skills and ensure they are still employed at the same company for more than 6 months.

Training – training fresh graduates with CGPA lower than 2.5 before they enter the job market and before doing job placement for them. Train them in soft skills, resume writing, interview, self image etc.

Also for another project, training OKU to be entrepreneur so they have their own income.

Jacqueline Lee & Co., Damansara Jaya

Legal Executive, July 2013 – October 2013

Conveyancing.

Selia Group, Kelana Jaya

Legal Executive, January 2013 – June 2013

Assistant to legal manager. In house legal matter and assisting in company legal cases and also its subs legal matter. Doing in house research for corporate matter. Attend company court cases.

Gananathan Loh, Mont' Kiara

Legal Internship, March 2012 – December 2012 (9 months)

EDUCATION

Management and Science University (MSU)

Bachelor of Law and Commerce (Hons) majoring in Human Resource Management - 2012

Foundation in Law - 2009

University Selangor (UNISEL)

Foundation in TESL – 2008

PERSONAL INTEREST (Unrelated to career)

*Working out at the gym
Boxing, Reformer Pilates and Indoor Cycling
Café hopping
Arts & Traveling
Going for standup comedy show & concerts*

*Watching movies
Reading philosophy books and novels
Photography
Spend time with family and friends*

REFERENCE

Rohan Marshall, Managing Director

People Systems Consultancy: +60 16 403 5215

Ellen Hui, HR Director

MCARE Sdn Bhd: +60 12 372 7258

Rani Kaur, Regional Senior Manager of Human Resources

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Adeline Law, General Manager

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**Testimonial and other references will be provided upon request.*