




LO SIAW CHEN

Human Resources Executive

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 Jalan Siniawan, 94000 Bau, Sarawak

EDUCATION

Bachelor of Science with Honours
(Human Resource Development)

Universiti Malaysia Sarawak
(2016 – 2019)

Pre-University

Sekolah Menengah Kebangsaan Bau
(2014 – 2015)

Secondary Education

Sekolah Menengah Kebangsaan Paku
(2009 – 2013)

SKILLS

- Quick Pay
- SagePayroll
- ECOTIMEPRINT
- ORISOFT
- FlexHR
- Employee Self Service system
- PeopleSoft
- AssureID

LANGUAGES

- ENGLISH
- MANDARIN
- BAHASA MALAYSIA

ABOUT ME

“Go into HR because you like to make order out of chaos.”

WORK EXPERIENCE

Human Resources Executive

LONGi Malaysia Sdn Bhd October 2022 – October 2024

1. Performance Appraisal
 - Design and ensure performance appraisals align with company policies.
 - Guide on setting performance goals and objectives.
 - Ensure performance appraisal completed on time.
2. Employee Incentives
 - Revision of Employee Incentives policy following HQ's formula, rating, and criteria.
 - Work closely with department managers to ensure cohesive implementation of incentive programs.
 - Consolidate Exempt and Non-Exempt incentive payout for payroll every 23rd of the month.
 - Provide accruals of employee incentives based on predetermined criteria for Finance.
3. HRIS, Employee Self-Service System
 - Create and maintain employee records within the local HRIS and link with HQ system.
 - Work with HR team members to streamline workflows (Portal) and improve efficiency.
 - Work with system vendors to resolve local HRIS errors and HQ system.
 - Provide technical support to HR and other system users.
 - Create user manuals for HRIS procedures and processes.
 - Weekly upload information to Portal.
4. Group Insurance
 - Group Hospital & Surgical Insurance
 - Group Personal Accident Insurance
 - Group Term Life Insurance
 - Oversee the administration of GHS, GPA, and GTL programs.
 - Liaise with Purchasing on the yearly renewal of group insurance.
 - Provide accruals for yearly renewal of group insurance.
 - Liaise with insurance providers and follow-up on claims processing.
 - Assist employees with inquiries and issues related to their group insurance benefits.
 - Handle the enrollment and termination listing for group insurance plans by the 10th of the month.
 - Prepare invoice breakdown and raise payment through the HQ Finance system before due date.
 - Provide monthly forecast for finance before due date.
5. SOCSO
 - Assist employees with inquiries and issues related to SOCSO claims submission.
 - Prepare and submit required SOCSO documentation and reports.
 - Maintain accurate records of all SOCSO-related matters.
 - Work with EHS on the industrial case related to SOCSO.
 - Resolve inquiry from SOCSO officer.
6. Revision of Employee Handbook and HR Policies
 - Develop new HR policies or revise existing policies and handbook.
 - Ensure that HR policies and Employee Handbook are clear, concise, and consistent with company values and culture.

REFERENCES

Ms. Camelia Lemba Anak Ramba

Level Up Fitness Sdn Bhd
Assistant HR Manager

Phone: +60 13-566 1841

Ms. Chen Wai Wah

LONGi Malaysia Sdn Bhd
Senior HR Executive

Phone: +60 19-858 1600

7. Attendance & Leave Management

- Process and approve leave requests following company policies and legal requirements.
- Assist local employees and China Support on system issues related to attendance and leave.
- Maintain accurate records of employee's long leave and compliance with labor laws and regulations.
- Generate and analyze attendance reports to ensure compliance with SA8000 requirements.
- Prepare monthly attendance analysis and OT analysis every 5th of the month.
- Prepare attendance and OT analysis for the HR monthly meeting every 10th of the month.
- Consolidate monthly leave reimbursement for payroll every 18th of the month.

8. Baby Bonding Bonus Program

- Guide employees on eligibility criteria, application procedures, and documentation.
- Maintain accurate records of employee eligibility, applications, and payments of bonuses.
- Coordinate with different section of HR and provide a listing to payroll every 18th of the month.
- Send Baby Bonding Bonus notification email before payroll payout.

9. HR Services, Ad Hoc & Event

- In charge of the distribution of uniforms.
- In charge of department fixed asset count every month end and stock count quarterly.
- Generate ID cards using software and ensure the accuracy of information.
- Handle requests for replacement ID cards due to loss or damage, and new hires.
- Assist in recruitment events such as open interviews.
- Assist in resolving payroll discrepancies and addressing payroll-related issues as needed.
- Assist in Shift allowance, change of shift, supervisors, cost centre and line.
- Briefing for new hires on orientation day.
- Assist in China Support tax declaration.
- Any ad hoc report from management.

Human Resources Executive

ZHA Environmental Sdn. Bhd.

August 2020 – September 2022

1. Recruitment & Selection

- Screening resumes and pre-interviewing potential applicants by phone call and arrangement of job interviews.
- Preparation of employment contracts, fixed-term contracts, medical check-up letters, and bank letters.
- Staff onboarding process and update employee database and organization chart.

2. Compensation & Benefits

- Maintain and update HR leave and medical records.
- Prepare and process staff monthly and periodic salary advance requisition.
- Overtime form claims checking and verification of leave types tally with HR Leave Records.
- Ensure payroll data entry and payroll reports are complete by the 25th monthly.

3. Employee Engagement

- Plan, discuss and organize staff activities with committee.
- Plan and raise purchase requisition for staff yearly uniforms distribution, safety shoes and safety helmets.
- Lunch orders for staff and prepare monthly summary with the invoices for finance monthly.
- Year-End activity, festivals, staff birthdays, farewell parties, staff donation, lucky draws activity, and appreciation lunch.

4. Employee Relations

- Assist in drafting memos, disciplinary issues (Misconduct / Counselling / Show Cause Letter / Recorded Verbal Warning Letter).
- Resignation and employment exit procedure, prepare acceptance of resignation letter and handover asset form.
- Ensure best practices in managing employee relations, comply with Employment and Labour Law, company's policies, rules & regulations.

5. HR Administrative Tasks / Ad Hoc / Event

- Any ad-hoc from management.
- Employee personal file management.
- Prepare medical claims and submit to finance.
- Monitor absenteeism and tardiness in HR software.
- Assist in any special event eg. VVIP visit, Government Body Visit, University or College.
- Assist Safety Committee, Security & Fire Team (Refreshments, Activities, Security Manpower List, Gate Entry Slip, Security Monthly Duty Roster, Meeting).

HR & Admin

Everwin Centre Sdn. Bhd.

September 2019 – August 2020

- Payroll processing and ensure payout release every 3rd day of the month.
- Monitoring employee's absenteeism and tardiness.
- Monitor staff uniforms, office equipment, and supermarket equipment.
- Leave and medical records management.
- Job posting, new employee onboarding process.
- Understand and ensure company adheres to all relevant labor laws.