

JASDEEP SINGH

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**CAREER OUTLINE**

An all-rounder equipped with the know-how as a Human Resource Practitioner. I represent my great self as modest as ABC – AMIABLE, BOLD & CREATIVE. My career objective is to build an enduring profession in the Human Resources management field, in line with progress on career growth, large team management and to utilize my skills set in the best possible way for achieving my goals.

AREAS OF INTEREST AND PROFICIENCY

- Talent acquisition, management & recruitment
- HRBP, C&B & administration management
- Employee relations, culture, engagement & branding
- Industrial relations

ACADEMIC CREDENTIALS

- Bachelor of International business
University of east London UK, 2009-2011 (Second Class Upper)
- Diploma in business administration
Stamford college, 2005-2007
- SPM
Sekolah kebangsaan bukit Indah, 2000-2004

WORKING EXPERIENCES

April 2024 – Present:

Mintel Consulting (Malaysia) Sdn. Bhd (Full Time)

Market Research Service Management

Talent Acquisition Specialist | Human Resource Division

TALENT SOURCING

- Manage the entire transformation hiring program in Malaysia to support operations in the UK & USA.
- Manage end-to-end talent acquisition process to hire the right fit using Greenhouse ATS.
- Develop innovative and sustainable talent acquisition strategies and hiring plans, and leverage on effective digital recruitment platforms/channels, & staff referral programs.
- Work closely with hiring managers to understand the requirements of the roles, and provide consultative advice throughout the hiring process.

- Collaborate with management teams on understanding the business needs, challenges, and opportunities to develop strategies that align with these objectives (workforce management).
- Track and monitored recruitment metrics to measure hiring success, identify areas for improvement, and optimize hiring process.
- Manage end to end on-boarding processes.
- Provide positive candidate experience throughout the hiring process.
- Provide insights and recommendations to improve workforce efficiency, commitment, and productivity.
- Support employer branding initiatives and encourage employees to be the brand ambassadors.
- Stay updated with industry trends especially in talent acquisition best practices, strategies and processes.
- Proactive sourcing: Execute on sourcing strategies, referrals and campaigns to find and engage both active and passive candidates.
- Stakeholder Management: Build relationships with the local and global teams.
- Management team ensuring that you work in tandem to meet our hiring goals.
- Candidate management, screen candidate applications, manage candidate communication and ensure that the candidates experience of Mintel is positive.
- Agency engagement, nurture highly effective working relationships with external partners to support the hiring process where needed.
- Review and advise on remuneration packages for roles based on local market requirements.

August 2023 – December 2023:

KSK Group Berhad

Real Estate/Property Management

Assistant Manager, People & Culture | Human Resource Division

TALENT SOURCING & BRANDING

- Managed end-to-end talent acquisition process to hire the right fit.
- Developed innovative, sustainable talent acquisition strategies and hiring plans to leverage on effective digital recruitment platforms/channels, staff referral program, recruitment agencies, and university outreach.
- Worked closely with hiring managers to understand the requirements of the roles and provide consultative advice throughout the hiring process.
- Collaborated with management teams on understanding the business needs, challenges, and opportunities to develop strategies that align with these objectives (workforce management).
- Tracked and monitored recruitment metrics to measure hiring success, identify areas for improvement, and optimize hiring process.
- Managed end to end on-boarding processes.
- Managed exit interviews

- Ensured positive candidate experience throughout the hiring process.
- Performed annual manpower planning and budgeting.
- Provided insights and recommendations to improve workforce efficiency, commitment, and productivity.
- Organized and attended career fairs, campus recruitment activities, and other related events.
- Supported employer branding initiatives and encourage employees to be the brand ambassadors.
- Stayed updated with industry trends especially in talent acquisition best practices, strategies, and processes.

PAYROLL MANAGEMENT

- Vetted and verified staff annual, medical & overtime claims and leaves.
- Prepared monthly payroll using (Boss.Net) payroll system.
- Managed monthly statutory preparation & payments to KWSP, SOCSO, LHDN & HRD claims.

COMPENSATION & BENEFITS

- Managed employee medical insurance & monthly expense claims.
- Benchmarked compensation and benefits with the market to support salary review proposals that ensure market competitiveness and factors in employee preferences.
- Created and overseen the implementation of HR plans and programs related to organizational design, development, and change, focused on building strategic capabilities, and driving a culture that embraces innovation and performance.
- Managed general staff appraisals as well as quarterly and yearly appraisals.
- Managed learning & development processes.

POLICY DEVELOPMENT & CONSOLIDATION

- Developed & enhanced standard operating procedure (SOP) quarterly basis.
- Enhanced office policy management.

EMPLOYEE RELATIONS (ER) & INDUSTRIAL RELATIONS (IR).

- Processed ER/IR cases majorly on under-performance (PIP), disciplinary and grievance.
- Conducted pre-investigative measures prior to thorough investigation procedures.
- Participated in disciplinary procedures review to ensure compliance with applicable laws and company policies and procedures.
- Counsel and coached employees and managers on corrective action.
- Acted as an adviser on labour law related aspects in Malaysia and ensuring compliance in the organization.
- Ensured compliances with all statutory requirements in respect of employment, downsizing, transfers, and promotions.
- Managed employee retention strategies.

OFFICE ADMINISTRATION

- Maintained office equipment.
- Handled attendance management system for all staff.
- Prepared employment letters, contracts, confirmation letter, warning letters, resignation acceptance letters, and increment & bonus letters.
- Handled overall responsibilities in managing and maintaining employee personal records perfectly.

TRAINING & DEVELOPMENT

- Proposed & coordinate relevant and suitable workshops/courses/exhibition to be attended by relevant employees for the year.
- Identified skills gaps and development needs within the organization and collaborated with hiring managers to develop plans for employee's skills enhancements and up-scaling.

August 2022 – July 2023:

PLUS Malaysia Berhad (12 Month's Fix Term Contract)

Construction/Highway Management

Assistant Manager, Talent Acquisition & Branding | Human Resource Division

TALENT SOURCING

- Managed end-to-end recruitment processes such as screening, shortlisting, coordinating interview arrangements and develop sourcing strategies within the targeted market's such as operations nation-wide, legal, corporate communications, audit, procurement, governance, commercial, retail and leasing operations, projects delivery departments, and Human Resources.
- Developed and drive talent acquisition strategies and proactively build an ongoing pipeline of qualified candidates to ensure future talent needs are met.
- Planned and manage PLUS Malaysia Berhad's recruitment activities to ensure the effective employment of suitable, capable, and competent personnel to meet the business and operational needs.
- Maintained and manage onboarding and off boarding for all employees including regular reviews of talent management process within the business areas.
- Trained hiring managers on recruitment policy and procedures and how to conduct interviews.
- Focused on employee retention exercises by working closely with internal rewards team.
- Planned and manage sourcing strategies in support of the recruitment plans.
- Researched, source, and screen potential candidate's resume using a variety of recruitment and direct sourcing methods such as LinkedIn, Job-street, Facebook, Mudah.com, cold calling, professional networking, referrals, and resume search to establish comprehensive candidate talent pool and database.

- Planned and manage company's long term manpower recruitment plan in line with business strategies.
- Conducted reference checks and background screening for selected candidates.
- Maintained accurate and up-to-date candidate data and ensure compliance with data privacy regulations.
- Provided an exceptional candidate experience throughout the recruitment process, ensuring clear and timely communication.
- Managed recruiting pipeline including determining resource status and needs, coordinating recruiting events and activities, managing referral and post offer processes, ensuring a smooth and timely selection and appointment of candidates.
- Managed the hiring process as requested by hiring manager to ensure efficient and effective recruitment and selection procedures in line with the agreed SLAs.
- Developed close relationship, two-way engagement for business priorities, and guidance to hiring managers on all aspects of hiring process to ensure hiring manager's satisfaction through the end-to-end recruiting cycle as well as to conduct interviews with the hiring manager to select best fit candidates based on the skills and behaviours required for the positions.
- Reviewed salary remuneration package to be offered to potential talents based on their competencies and experience to attract them into PLUS Malaysia Berhad workforce.
- Benchmarked against industry remuneration packages, offering and PLUS Malaysia Berhad salary range.
- Conducted interviews with the hiring manager to select best fit candidates based on the skills and behaviours required for the positions and build positive candidate experience throughout the entire recruiting process, maintaining a line of communication and implementing changes based on candidate responses to display good PLUS brand.
- Provided recruitment updates and dashboard e.g., time to fill and aging of position to monitor the recruitment process efficiency and effectiveness.
- Established good working relationships with target universities and profession bodies to further develop and implement the graduate recruitment marketing campaign for job opportunities to promote employer brand.
- Analysed and conduct benchmarking of effective recruitment methods and processes in the industry to ensure best recruitment practices are implemented and aligned with Plus Malaysia Berhad directions and requirements.

EMPLOYER BRANDING

- Developed and execute talent branding strategies enabling the organization to achieve best in class as an employer of choice in the industry.
- Developed and execute competitive Employee Value Propositions (EVP) including the design of programs, plans and initiatives to nurture positive employee experience in attracting external top talents.

- Designed, execute, and collaborate with the internal stakeholders to develop comprehensive internal Talent Value Propositions (TVP) to strengthen talent retention strategy.
- Drove employer branding initiatives and leverage digital platform to advocate PLUS visibility and creating top of mind awareness in the industry to attract high quality talent.
- Lead the internal and external research survey for employer of choice to ensure PLUS is one of the competitive employer brands.
- Utilized feedback from internal and external talents to enhance the branding programs to ensure it accurately reflects employee experiences.
- Worked closely with internal stakeholders to enhance the current benefits and rewards system.

April 2021 – July 2022:

DKSH Malaysia Sdn Bhd (Full Time)

Market Expansion Services & Management

Assistant Manager, Resourcing & Talent Acquisition | Human Resource Division

TALENT SOURCING

- Managed end-to-end recruitment process in high volume positions and developed strategies to source within target market for consumer goods, e-commerce, food service, technology, and performance materials departments.
- Reviewed, evaluated resumes, and selecting best-fit candidates for interviews.
- Utilized various recruitment channels, including job boards, social media platforms, professional networks, and industry-specific resources, to identify potential candidates.
- Managed recruitment agencies such as Michael page, Pentagon plus, Hays recruitment, Monroe consulting group, timesconsult and more.
- Drove strategy for direct sourcing, employee referrals and internal movement.
- Developed and implement innovative sourcing strategies to attract a diverse pool of qualified candidates.
- Planned and managed DKSH Malaysia's recruitment activities to ensure the effective employment of suitable, capable, and competent personnel to meet the business and operational needs.
- Coordinated and collaborate with hiring managers to understand their requirements, establish job profiles, and provide regular updates on recruitment progress.
- Built and maintained candidate relationships.
- Established and nurture relationships with candidates, ensuring a positive candidate experience throughout the recruitment process.
- Conducted pre-screening interviews and skill assessments to evaluate candidates' qualifications, experience, and cultural fit.
- Extended employment contracts to candidates.
- Carried-out recruitment training and on boarding activities.

- Assisted in communicating effectively and creatively on recruitment related activities (internal/external).
- Participated in career fairs and other recruitment activities and projects.
- Maintained accurate and well-ordered documentation on all candidates, searches, and other recruiting activities.
- Involved in ad hoc project and other tasks assigned e.g digitalization and process improvements.
- Built strong rapport with hiring managers and project teams to understand requirements and business demands.
- Developed budgets and short-term forecasts for yearly recruitment plans.
- Worked closely with other human resource teams and hiring managers to identify, analyse all key recruitment issues and generating appropriate solutions.

April 2019 – March 2021:

Petronas Lubricants International Sdn Bhd (24 Month's Fix Term Contract)

Oil, Gas & Lubricants Management

Human Resource Projects Executive | Group HRM Department

HUMAN RESOURCE POLICY & DEVELOPMENT

- Reviewed, developed, implemented, and maintained company local and global Human Resource policies.
- Harmonized Human Resource SOPs in the APAC regions.
- Monitored the effectiveness of all Human Resource policies and procedures.
- Facilitated the execution of compensation & benefits policies.
- Executed human resource strategies/initiatives, in partnership with the respective businesses to support their business strategy and direction.
- Supported the business culture and organization by developing and driving suitable human resource strategies, partnered with business leaders to drive the workforce effectiveness and support the business growth with a vision to build a culture focused environment and emphasis on its people, high performance standards and ability to make changes.
- Review and implement benefit and pay proposal.
- Acted as the focal point for Petronas Lubricant International group employee engagement, particularly on human resource policy communication and implementation, managing conflicts, responding to staff queries and complaints to ensure a harmonious working environment.
- Managed all human resource information and employee data to ensure accurate and timely update in the HRIS system.
- Developed Workforce plan and guided talent management activities.
- Generated analysis and produced reports relating to human resource operation matters including manpower budgeting.

February 2017- April 2019:

Kudrat Partners & Co (M) Sdn Bhd (Full Time)

Bank Debt Collection Management

Assistant Manager | Human Resource and Administrative Division

TALENT SOURCING

- Focal recruiter for internal and external recruitment of business accounts covering 200 recruitments across Malaysia.
- Performed global sourcing deliverables via active Premium LinkedIn search, liaising with external agencies, and posting of Job advertisements on all available platforms.
- Managed employment screening, interviews & past employment background checks.
- Analysed manpower status from time to time.
- Developed and maintained relationship with hiring managers and provide guidance on recruitment related activities.
- Managed organization competencies through dynamic recruitment, retention and development strategies.
- Proactively involved and drove talent management program to retain talents while maximize the talent capabilities via effective program, coaching, and training.

COMPENSATION & BENEFITS

- Maintained employee medical insurance & monthly expense claims.
- Benchmarked compensation and benefits with the market to support salary review proposals that ensure market competitiveness and factors in employee preferences.
- Created and overseen the implementation of HR plans and programs related to organizational design, development, and change, focused on building strategic capabilities, and driving a culture that embraces innovation and performance.
- Coordinated and administered general staff appraisals as well as quarterly and yearly appraisals.
- Partnered with the internal centre of excellence for learning & development as well as total rewards to enhance and develop HR policies and processes.

HUMAN RESOURCE POLICY DEVELOPMENT & CONSOLIDATION

- Developed & enhanced standard operating procedure (SOP) on monthly basis.
- Enhanced office policy management.

EMPLOYEE RELATIONS (ER) & INDUSTRIAL RELATIONS (IR)

- Processed ER/IR cases majorly on under-performance, disciplinary and grievance.
- Conducted pre-investigative measures prior to thorough investigation procedures.
- Participated in disciplinary procedures review to ensure compliance with applicable laws and company policies and procedures. Counsel and coach employees and managers on corrective action.

- Acted as an adviser on labor law related aspects in Malaysia and ensuring compliance in the organization.
- Ensured compliances with all statutory requirements in respect of employment, downsizing, transfers, and promotions.

OFFICE ADMINISTRATION

- Maintained office equipment.
- Handled attendance management system for all staff.
- Prepared employment letters, contracts, confirmation letter, warning letters, resignation acceptance letters, and increment & bonus letters.

TRAINING & DEVELOPMENT

- Proposed & coordinate relevant and suitable workshops/courses/exhibition to be attended by relevant employees for the year.

September 2014 – January 2017:

Grand Paradise Holdings Sdn Bhd (Full Time)

Assistant Manager | Human Resource and Administration Division

RECRUITMENT & MANPOWER PLANNING

- Managed recruitment, interview, medical examination, & background check.
- Overseen & carried-out current manpower status & future forecasting.
- Handled new employee induction/orientation & placement.
- Lead key HR processes in support of talent program, talent review and succession planning, career management and development in performance management and talent acquisition.
- Managed job posting, comprehensive recruitment campaign planning, initial assessments, interviews, offers and on boarding process.
- Managed CV screen and conduct thorough behavioural based interviews and phone screens to assess both skills and attitude fit for the role.
- Proactively and confidently managed the offer extension and closing process.

COMPREHENSIVE PAYROLL MANAGEMENT

- Vetted & verified staff annual, medical & overtime claims and leaves
- Handled monthly payroll preparation using (UBS) payroll system.
- Handled monthly statutory preparation & payments to KWSP, SOCSO, LHDN & HRDF.
- Handled visa & work permit application with immigration for expatriate employees.

COMPENSATION & BENEFITS

- Maintained employee medical insurance (PA, Life & Hospitalization & Outpatient).
- Managing the Performance Review process & facilitating an objective and fair assessment based on open communication between appraisers and their team members.

- Managed employee salary plan by conducting periodic salary surveys, scheduling & conducting job evaluations.
- Prepared budgets & recommending, planning, and implementing pay structure revisions.
- Continuously reviewed employee benefits programs by studying and assessing benefit needs and propose changes if necessary.

HUMAN RESOURCE POLICY DEVELOPMENT & CONSOLIDATION

- Developed & enhanced standard operating procedure (SOP) on monthly basis.
- Enhanced office policy management.
- Designed sustainable long-term HR strategies and providing practical mid-term solutions to meet business goals and achieve company vision.

EMPLOYEE RELATIONS (ER) & INDUSTRIAL RELATIONS (IR)

- Processed ER/IR cases on disciplinary and grievance management.
- Conducted investigation on misconducts by employees.
- Supported in reviewing ER/IR SOP and manual.

OFFICE MANAGEMENT

- Supervised all procurement matters (stationery, vendor, & equipment).
- Handled compliance with DBKL regulations, licensing, and other local bodies.
- Prepared and handled administrative report, employment letters, contracts, confirmation letter, warning letters, resignation acceptance letters, and increment & bonus letters.
- Prepared office budget and expense reports monthly.

TRAINING & DEVELOPMENT

- Proposed & coordinated relevant and suitable workshops/courses/exhibition for employees.
- Accountable for providing comprehensive human resources programs to support the Company's major initiatives.

August 2011 – August 2014:

Proton Edar Sdn Bhd (Full Time)

Management Trainee

PROJECT MANAGEMENT

- Brainstormed for projects implementation on business process improvement.
- Drafted project proposal papers for management approval.

SALES & MARKETING MANAGEMENT

- Forecasted & planned sales figures.
- Campaign, promotion & market research management.
- Budget management & allocation for business process improvement.

- Vehicle comparison on specification, features & offering between Proton Edar and its competitors including potential future competitors.
- Designed product brochures, key selling points, product pricing & maintenance cost breakdown for all current and future proton models.

January 2008 – December 2008:

TLC Marketing Worldwide Sdn Bhd (Full Time)

Customer Service | Product Development Executive

CUSTOMER SERVICE & ADMINISTRATIVE MANAGEMENT

- Made calls, bookings for flight & hotel for customers in Asia pacific.
- Handled inbound call and assist on customers' inquiries, order placement, service request and complaints.
- Have covered LG and Philips Projects.
- Handled all administrative duties.

KEY SKILLS & COMPETENCIES

- Microsoft Office Applications.
- Human Resource Information Systems(HRIS).
- UBS & Boss Net Payroll.
- Leadership Skills.
- Strong Communication Skills.
- Problem Solving Skills.
- Good Knowledge of Current Employment Laws & Procedures
- Greenhouse ATS
- Taleo ATS
- OSHA Certified