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Summary

Career objective: Head of Talent Management / Head of HR

Experienced and strategic oriented Head of Talent Management with over 12 years of progressive leadership in human resources, specializing in human resources strategies. Proven track record in designing and implementing HR initiatives which align with business objectives.

Key Accomplishment / Projects

- Develop and implements Talent Management Strategy inclusive short & long term plan for talent acquisition, development and experience
- Increase in-house training by 20%, resulting in +-11% cost saving from year 2018 to 2023
- Develop internal self-learning modules resulted an increase of 32% of training Hours from the year of 2020
- Lead development of 50+ new training modules for soft and hard skill
- Shorten recruitment hiring days by 25% by implementing screening process
- Reduction of OJT days for all new employees by implementing learning journey inclusive of E-learning
- Succession planning framework and implementation with success of 28% (10 managers).
- Implemented buddy system which increase satisfaction rate of new employees
- Implemented leadership development program, resulting in a 10% increase in internal promotions yearly
- New leadership competencies & based performance appraisal and KPI implementation
- Reinforce management trainee program with structural OJT, formal training, assessment, test and appraisal with a success rate of 95% transition
- Implemented new process during pandemic on medical & claim control
- Competency framework implementation
- HRMS Implementation

Special Assignment

Managed the entire HR department for a year on an interim basis during the recruitment of the HR Head, overseeing all functions, including payroll, industrial relations, and compensation and benefits, in addition to my existing responsibilities in recruitment, training, and employee engagement.

Regional Involvement

Person in charge in learning and development plans for Vietnam & Cambodia Managers and top management learning trip. Inclusive of GSC overall L&D strategy, model, process, evaluation and OJT arrangements.

HR Award

1. 2018 – MIHRM HR Best Practices Category: Golden Screen Cinemas
2. 2021 – M100 2nd Runner-Up: Golden Screen Cinemas
3. 2022 – M100 1st Runner-Up: Golden Screen Cinemas
4. 2024 – Excellence in CSR Strategy: Mah Sing Group

May 2023 - Present
(1 year 9 months)

Head, Talent Management at Mah Sing Group Berhad

Managing a team of 7

Developing and ensuring the effective execution of a Talent Management Strategy to enhance organizational capabilities, optimize workforce potential, and foster a culture of continuous learning and growth

Talent Acquisition

- Strategically overseeing the recruitment and retention efforts
- Designed and executed talent acquisition plans, including recruitment marketing strategies, and candidate sourcing methods, resulting in a
- reduction of time to fill
- Building talent pool platform
- Implement behaviour based interview
- Improvised posting and design of job postings
- Implemented assessment centre methodology to mass hiring interview to
- reduce hiring time

Talent Development

- Conduct comprehensive capability gap assessments to ensure the effective support and development of skills aligned with the current and future needs of the organization.
- Performance, Leadership and Organizational Development
- Designed and facilitated leadership development initiatives that accelerated
- Improvised evaluation methodology which resulted to better learning outcome evaluation

Employee Experience

- Progressively transition the strategy from Employee Engagement to Employee Experience based on a defined roadmap.
- Improvised the employee experience road map to enhance better on boarding journey for new employees
- Implemented activities and benefits that improve the scoring for employee engagement surveys
- Facilitate the internal communication for employees

Jul 2013 - May 2023
(9 years 11 months)

Key Accomplishment & Initiatives

1. Develop, present & implement HR and Talent Management overall strategy
2. Standardise, improvise and document process for each individual talent management unit
3. Transform internal coordinator to trainers, executing 10% of total organization training in-house
4. Implemented employee development methodology to achieve Kurt Patrick level 3
5. Implemented succession planning from scratch
6. Implemented core value workshop
7. Implemented buddy system
8. Created recruitment strategy based on talents need
9. Revamp team KPI to be objective and project driven
10. Revive town hall
11. Conduct in depth employee experience survey analysis
12. Departmental teambuilding and bonding sessions
13. Restructure MLife to focus on building culture
14. Implemented focus group to dive deeper into employee voice

Manager, Recruitment & Training (Role inclusive of Employee Experience) at Golden Screen Cinemas Sdn Bhd

Managing a team of 10

1. Devise & implement solutions to attract & acquire talents to support current operations & future business needs through performance & growth interventions
2. Devise & oversee organizational training strategy, ensuring its effective implementation & continuous enhancement
3. Develop & implement employee engagement strategy to increase satisfaction & employee experience

Recruitment Unit:

- Lead recruitment unit with 1 AM & 2 executives
- Understand business & manpower needs, enhancing recruitment solutions & procedures
- Ensure consistent competency-based screening & create employer branding strategies
- Perform targeted recruitment sourcing & develop data analytics for decision
- Set & monitor recruitment KPIs, manage & appraise subordinates' performance, & provide coaching & mentoring
- Manage yearly recruitment budget & align recruitment with business goals

Training & Development Unit:

- Lead training unit with 2 AMs, 3 executives, & 1 admin
- Identify improvement gaps, develop & monitor training programs & succession planning
- Deliver training solutions to meet business needs & update internal practices
- Liaise with HODs for training/development, evaluate training effectiveness, & develop in-house training programs

- Handle career development for HQ & cinema, conduct TNA for potential candidates, & implement competency frameworks
- Streamline training processes, develop departmental plans, oversee HQ & cinema OJT programs, & develop internal training modules
- Succession planning for high potential candidates

Employee Engagement Unit:

- Lead & strategize employee experience initiatives to foster a positive workplace culture
- Conduct employee feedback surveys & oversee on boarding & off boarding processes
- Conduct focus group and develop deep dive report
- Lead HR advisor to implement competency framework with vendor and setting up the change champion to execute initiative to cultural change
- Manage recognition & rewards programs, coordinate professional development opportunities, & implement well-being programs
- Measure engagement with data analytics, collaborate with HR on employee issues, & manage the employee experience budget

Initiatives Key Accomplishment & initiatives

1. Develop, present & implement Training, Recruitment & Employee Engagement strategy
2. Created best practice processes for every unit
3. Develop Recruitment and Training policy
4. Lead SAP system project implementation
5. HR Lead Advisor for change champion program
6. Improvise Management Trainee program to focus on technical learnings with theory and practical assessment
7. Created internal promotion assessment for cinema employees
8. Involve in salary benchmarking and job harmonization
9. Involve as a panel in DI regularly
10. Build in house SLPM to run internal certified food handling trainings
11. Implemented succession planning process
12. Created and implemented a buddy system to facilitate the smooth integration of new employees during the cinema acquisition
13. Led the recruitment and training efforts for the newly acquired cinema staff.
14. Created group interview using assessment centre methodology of evaluation to speed up hiring process
15. Created recruitment strategy based on cinema industry needs
16. Revamp performance appraisal evaluation
17. Implemented KPI and performance management training
18. Implemented Harrison, DISC & Calliper personality assessment
19. Implemented 1st town hall and continue organizing
20. Work with vendor to implement employee experience survey
21. Conduct internal focus group
22. Design with vendor on GSC management workshop
23. Implemented behaviour based interview methodology

Jan 2011 - Jul 2013
(2 years 7 months)

Marketing Executive at Color Master Paint Sdn Bhd

Responsible for marketing related activities

- Automotive Market analysis
- Setting targets for all major dealers, dealers and end users
- Achieving sales targets
- Amend pricing accordingly to the market & quality
- Provide sales report to management
- Create brand awareness
- Create and implement promotion and advertising
- Automotive Market analysis
- Arrange & coordinate trainings for staff & customers
- Promote existing products
- To achieve given sales target
- Analysing customers buying power, products
- Analysing potential customer's gaps

Key Accomplishment & Initiatives

1. Pricing benchmarking
2. Promotions - best promotions achieved quarterly target in 1 month
3. Achieving sales target of 5 million in a quarter
4. Building brand signage design
5. Market sales benchmarking for major dealers, dealers and end-users

Jul 2005 - Mar 2007
(1 year 9 months)

Team leader/ field coordinator at Windsteed marketing research

Responsibilities:

Lead a team to conduct search to identify qualified respondents

- Clearly explain research objectives and questions
- Meet project deadlines
- Train and brief survey officers
- Recruit new survey officers

Experience gained:

- Teamwork
- Recruitment skills
- Independent work
- Work allocation and quota management
- Training survey officers
- Leading a team to meet targets
- Communication skills

Jul 2004 - Mar 2005
(9 months)

Survey Officer at Synovate marketing research

Responsibilities:

- Find qualified people to take part in surveys.
- Explain the survey purpose and questions to respondents.
- Collect and record survey data accurately.

Experience gained:

- Communication skills
- Teamwork
- Recruitment skills
- Ability to work independently
- Attention to detail
- Time management

Languages Bahasa Malaysia, English, Mandarin, Cantonese

Education Bachelor of Business Studies/Administration/Management (Business administration) from Segi College (University Of Abertay Dundee) UK

Bachelor's Degree in Business Studies from Segi University 2008
Diploma in Business Studies from Segi College 2006

Licences & certifications

HRDC Trainer Issued by HRDC
Certification in Facilitation Issued by MIM