



## Contact

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2/155A ,57000 Bukit Jalil, KL

## Education

2015  
DIPLOMA IN HR MANAGEMENT AND  
DEVELOPMENT  
MEF ACADEMY

2020  
CERTIFICATE IN OFFICE ADMINISTRATION  
(DIGITAL)

VERITAS UNIVERSITY COLLEGE

2001  
MGS, PENANG  
Sijil Pelajaran Malaysia

Availability : Immediate

## Language

- English
- Malay

# Mardia Muhammed Hatta

Regional Human Resource BP |Operations Specialist |  
HR Generalist | HRBP | HR Enthusiastic| Employee Relations |  
HR Operations | Recruitment Specialists

## Human Resource

Seasoned HR professional with 17 years of experience managing diverse aspects of human resources, including employee relations, talent acquisition, performance management, and organizational development. Demonstrates a deep commitment to HR excellence by fostering smooth operational efficiency and creating a supportive environment for individual and team success. Proven ability to align HR strategies with organizational goals, contributing to sustainable growth and employee engagement.

## Experience

### HUMANICA SDN BHD

Regional Asst Manager ,HR Business Partner (HRBP) - Operational  
Specialist

March 2024 - May 2025 (Reason : Retrenchment)

### Regional HR Operations & Business Partnering

- Act as the HR expert on regional and country-specific matters, representing People Relations in task forces and forums.
- Oversee regional HR operations across Southeast Asia (Thailand, Malaysia, Singapore, Indonesia), ensuring seamless HR and administrative functions.
- Serve as the first point of contact for all regional HR and administrative matters.
- Develop and implement HR strategies aligned with business goals, fostering a cohesive and efficient workplace.
- Collaborate with stakeholders to drive talent acquisition, performance management, and employee development.
- Manage key HR functions, including compensation and benefits, recruitment, employee relations, policy development, and engagement.
- Handle employee relations, conduct investigations, and support leaders in resolving workplace concerns.
- Advise leaders on performance improvement plans, ensuring compliance with legal guidelines.
- Lead change management initiatives, promoting employee engagement, teamwork, and leadership development.

## **Independent HR Operations**

- Talent Acquisition & Onboarding & Compensation and Benefits
- Collaborate with hiring managers to define job requirements and descriptions.
- Source candidates through job boards, social media, agencies, and referrals.
- Screen applications and shortlist qualified candidates.
- Schedule and conduct interviews, ensuring alignment with company culture.
- Manage offer process with market data analysis for competitive remuneration.
- Oversee onboarding for a smooth new hire experience.
- Coordinate with departments to ensure new hires receive necessary resources.
- Collaborate with the HR team in HQ to ensure compensation and benefits programs are competitive and aligned with industry standards.

## **Regional Recruitment & Onboarding & Offboarding**

- Responsible handle and led end to end for the full spectrum of recruitment & employment cycle (job advertising, talent search, candidate screening, interview, job offering, staff orientation, off boarding & exit clearance)
- Facilitated shortlisting, scheduling, and interview coordination for line managers and candidates,
- Prepare all contract, offer letter, Bonus letter and get approval from top management
- Coordinated with the IT team in Thailand for remote laptop setup during onboarding across multiple countries.
- Manage onboarding for new hire in MY,SG,ID and TH. Virtual orientation for for staff SG,ID and TH.
- Managed offboarding processes in line with local labor laws, conducting exit interviews to gather insights for continuous improvement.
- Worked closely with regional managers to align recruitment and retention strategies with business priorities, ensuring scalability and sustainability.
- Oversaw employment documentation, contract management, and consistent application of employment terms across all locations.

## **Employee & Industrial Relations**

- Foster a positive work environment by ensuring strong employee relations.
- Partner with managers to address people-related issues with confidentiality and professionalism.
- Manage performance concerns while balancing business needs, employee well-being, and legal compliance.
- Provide coaching and strategic guidance to resolve employee relations matters effectively.
- Serve as a primary point of contact for employee inquiries, concerns, and conflicts, working to resolve issues while upholding company policies and legal regulations.
- Conduct investigations and provide guidance to ensure a fair and consistent approach to employee relations matters.

## **Learning & Development**

- Coordinate training programs and in-house mandatory workshops for new hires.
- Identify training needs and collaborate with experts to develop relevant content.
- Monitor and enhance training effectiveness to support employee growth.
- Work with HR leadership to organize and facilitate employee development programs as needed.
- Work with the head unit to identify staff training needs.

## **Employee Engagement & Offboarding**

- Drive employee engagement initiatives to foster a positive and inclusive work culture.
- Implement wellness programs and collaborate on CSR initiatives to enhance employee experience.
- Ensure accurate and timely offboarding payroll processing, including deductions, bonuses, and taxes.
- Conduct exit interviews to gather insights, improve retention strategies, and ensure compliance with local regulations.

## **HR Operations**

- Manage daily HR activities, including employee records and documentation.
- Oversee employee lifecycle events (promotions, transfers, terminations) while ensuring compliance.
- Address employee inquiries on HR policies, benefits, and other matters.
- Develop and implement HR policies to improve efficiency and employee experience.
- Advise and coach business leaders on performance management, compensation, recruitment, and decision-making.

## **Talent Management Support**

- Assist and work with all Head Unit in the implementation and management of performance appraisal processes.
- Oversee the full performance management cycle.
- Support leaders in identifying development needs, coaching opportunities, and performance risks.
- Strengthen succession planning by ensuring key leadership roles have identified successors using Talent Grids.

## **HR Compliance and Documentation**

- Ensure all HR practices align with local labor laws and regulations, maintaining organized and confidential employee records.
- Legal Compliance
- Stay updated on employment laws and regulations to ensure HR practices and policies are in compliance.
- Strategic Partnership
- Collaborate with managers/ team leaders to understand business objectives and identify HR needs that align with the overall strategy.
- Provide advice on HR matters, talent management, leadership development, and improving workplace effectiveness.

## **HR Policies and Employee Engagement**

- Conducted employee surveys and feedback sessions to assess engagement levels, identify areas for improvement, and implement actionable solutions.
- Coordinated regional engagement activities to unify teams and ensure a consistent and positive employee experience.
- Developed and maintained HR policies compliant with local labor laws, regularly updating them to reflect regulatory changes and organizational growth.
- Acted as a primary contact for employee queries, fostering open communication and resolving issues with fairness and adherence to company policies.
- Guided managers and employees on conflict resolution and strengthened workplace relationships through expert advice and support
- Organized team gatherings for festive celebrations, staff gifts, birthday parties, and other employee engagement activities.

**Administration**

- Organized and providing comprehensive administrative support to ensure seamless daily office operations, managed monthly procurement of pantry supplies and ensured cleanliness and upkeep of the office.
- Proficient in managing procurement processes for office supplies and coordinating with vendors for renovations and maintenance, ensuring projects are executed efficiently and to company standards.
- Handle staff arrangement flight ,hotel for oversea travel for business trip.
- Arrange for registration staffs for attending training , Seminar Domestic or International.
- Acted as the primary point of contact for building management and suppliers for all office-related matters.

**Insurance**

- Handling staff Insurance on registration for GHS/GPA/GTL, guide employees on insurance matters for Inpatient and Outpatient.
- Notify and make registration on Insurance for new staff and family members
- Request and liaise with TPA insurance on GL request.
- Submit all employees claims related Insurance for reimbursement to TPA

**Dec 2022 - Oct 2023** (reason leaving:- Company have financial issue and downsizing)

**ETHIS SDN BHD (Fully Remote)**

**SENIOR EXECUTIVE HUMAN RESOURCE**

As a Senior HR responsibilities related to handling and overseeing overall various all HR functions process within an organization, ensuring efficiency and smooth operations. include leading a distributed team based in different countries.

**Independent HR Operations**

- Managed end-to-end HR operations, including onboarding, offboarding, employee records, and HR documentation, ensuring compliance with employment laws and seamless adaptation to a dynamic, fast-paced startup environment.

**Manpower Planning & Recruitment**

- Directed full-cycle recruitment activities, from job advertisement publication to offer contract issuance.
- Facilitated shortlisting, scheduling, and interview coordination for line managers and candidates, including pre-interview assessments.
- Administered onboarding processes to ensure all forms and documents were accurately completed, conducted induction programs, and maintained recruitment reports for both local and global stakeholders.

**Payroll, Compensation & Benefits**

- Led the complete payroll process, including statutory payments, and coordinated with government authorities (SOCISO, EIS, EPF, LHDN) for monthly contributions, deductions, and submissions.
- Provided guidance on compensation matters, including salaries, benefits, incentives, and bonuses, enhancing employee satisfaction and retention.
- Developed annual budgets for HR and administrative operations, including training and employee compensation plans

**Employee Engagement**

- Designed and implemented workplace improvement programs focused on physical, mental, and spiritual health, promoting work-life balance and fostering a positive environment for both in-office and remote teams.
- Advised line managers and employees on HR-related queries, escalating complex issues to senior leadership when necessary.

**HR Policies and Procedures**

- Assisted in creating and implementing HR policies and procedures in compliance with labor laws.
- Managed applications for expatriate employment, including Foreign Knowledge Worker (FKW) visas through relevant authorities (e.g., MDEC, Immigration Department).

**Office Administration**

- Oversaw office infrastructure, including space planning and management, to accommodate organizational needs and growth effectively.

**2010 - 2020 - (10 Years)**

**Malaysian Rating Corporation Berhad**

- **Executive HR 2016-2020**
- **Assistant Executive HR 2013-2015**
- **Senior Clerk HR 2010-2012**

**Recruitment**

- Responsibility and leadership overall entail managing the end-to-end recruitment process, such as sourcing, shortlisting, scheduling an interview, preparing an offer letter, and finalizing the employment offer.
- Assist the manager and head of human capital in developing and implementing a talent acquisition plan and strategies.

**Insurance**

- Handling staff Insurance on registration for GHS/GPA/GTL, guide employees on insurance matters for Inpatient and Outpatient.
- Notify and make registration on Insurance for new staff and family members
- Request and liaise with TPA insurance on GL request.
- Submit all employees claims related Insurance for reimbursement to TPA. HR

**Administration**

Encompasses a wide range of responsibilities related to handling and overseeing various administrative functions within an organization. I handle the overall administrative process, ensuring efficiency and smooth operations.

- Records and Documentation
- Travel and Accommodation
- Financial Administration
- Meeting and Event Coordination
- Administrative Support
- liaise with event personnel to coordinate events, vendor for event gift, quotation and sample gift.

**Payroll**

Lead the end-to-end payroll process, including statutory payments, and liaise with government authorities (SOCSSO, EIS, EPF, LHDN) with regards to a monthly contribution, deduction, submission, and relevant correspondence.

**Training and Development (operational works)**

Handle on operational works, arrangement flight, accommodation local/ oversea, registration workshop and fee.  
Liaise and discuss with the Head Department for Training plan for staff attending

**HR Policy and Procedure**

Monitor, regulate and assist Manager on the implementation of HRM policies in line with the labor law and statutory requirement

**Employee Relation**

Handling company team building,  
Company Trips oversea /local  
Staff birthday celebration

**2008 - 2010 (2 Years)**  
**MIMOS BERHAD I KUALA LUMPUR**  
**SENIOR CLERK HR**

**Recruitment**

- Providing operational support end to end for the full spectrum in recruitment and resourcing
- Responsible in managing the administration of recruitment activities such as shortlisting, scheduling and interview session for line manager and candidates. To facilitate assessment prior to the interview.
- Manage the recruitment cycle from the start to offer management.
- Providing and updating recruitment reports locally and globally
- Administer and ensure on-boarding form/relevant documents are properly filled up for new recruits as required
- Manage induction programs for new employees

**Administration**

- Handle mother room
- Handle gym facilities
- Liaise with vendor for any bucks purchased for event i.e sport day, derma darah, family day etc
- Drafted MEMO and distributed invoices for payments to the Finance Department.

**Employee Relation**

Assist on MIMOS Event:

- Hari Raya Gathering
- Gala Nite Dinner
- Sport Carnival
- Majlis berbuka puasa and