

WONG SING SING

LUMIERESINNY@GMAIL.COM | 014-3927858

- Senior Human Resources Executive with 8+ years of regional expertise (Singapore, Vietnam, Malaysia)
- Proven ability to optimize payroll processes, enhance system integrity and deliver strategic HR insights
- Skilled in SAP HCM, SAGE (AccessPay), BossNet and advanced Microsoft Office

EXPERIENCE

MAR
2023 -
PRESENT



HR SENIOR EXECUTIVE

Mettler Toledo Services Asia Pacific | Singapore/Vietnam/Malaysia
Singapore

- Oversaw full-cycle monthly payroll for 150+ employees; ensured accurate, timely disbursements
- Produced executive-level HR and financial reports for Regional Financial Controller
- Maintained SAP HCM master data, managed annual tax filings and year-end submissions
- Liaised with IT and external vendors to resolve E-portal and CRM-HCM integration issues

Vietnam

- Reviewed and validated monthly payroll for GM approval, reconciled variances with Finance
- Directed SAP HCM data updates, global roll-ins and local HR training
- Recommended process enhancements to align with regional policies and regulations

Malaysia

- Designed and delivered induction programs for 50~70+ new hires annually
- Partnered with Head of HR SEA on attrition, diversity and market-trend analyses
- Served as backup HR Business Partner: managed payroll checks, escalations and SEA initiatives

Selected Achievements

- Reduced and rectify Singapore payroll errors by 20% through standardized checklists and targeting root cause
- Improved Vietnam payroll accuracy by 15%, supporting global roll-ins projects in 2023
- Enhanced new-hire satisfaction by 25% via revamped Malaysian induction framework
- Assumed 70% of HRBP Manager responsibilities during secondment, maintaining uninterrupted service. Lastly successfully promoted INTO Senior Executive/Team Leader within a year of joining.

SEPT 2019-
JULY 2022



HUMAN RESOURCES ANALYST

Metlife Asia Services Sdn Bhd | Malaysia

- Coordinated end-to-end onboarding for 30+ employees; localized induction materials for Malaysian hires
- developed and implemented payroll sops; integrated vendor workflows with sap, reducing cycle time by 30%
- reconciled monthly payroll with finance; served as primary liaison during audit reviews
- standardized HR operations, document management and templated correspondence

2013-SEPT
2019



Selected achievements

- cut payroll processing time by nearly one day per cycle
- increased new-hire satisfaction by 20% through enhanced induction experiences

HUMAN RESOURCES EXECUTIVE/ MARKETING ADMIN CUM P.A

Tokio Marine Life Insurance Sdn Bhd | Malaysia

Human Resources Executive, Compensation & Benefits | Jan 2017 – Sept 2019

- Administered full-cycle payroll for 400~500+ employees; resolved system issues within 24 TO 48 hours
- Prepared management reports, audit schedules and regulatory filings
- Managed vendor payments and responded to employee payroll inquiries
- Key project user for digitalization

Selected Achievements

- Accelerated payroll-issue resolution by 25% via root-cause analysis and process redesign
- Streamlined vendor-payment workflows, eliminating late-fee incidents

Human Resources Executive, Training & Development | Nov 2014 – Oct 2016

- Managed Training & Development Management System; coordinated 20+ annual training sessions
- Prepared regulatory and audit reports for Bank Negara Malaysia
- Organized employee engagement events, boosting participation by 30%

Selected Achievements

- Achieved 100% compliance in training documentation audits
- Reporting automation

Human Resources Executive, Recruitment | Jun 2014 – Oct 2014

- Recruited 30+ operational staff, prepared offer packages, salary benchmarks and compliance documents
- Managed most of the administration part of the recruitment

Selected Achievements

- Delivered zero audit findings through meticulous documentation
- Reduced time-to-offer by 15% via streamlined coordination

Marketing Administrator & Personal Assistant | Oct 2013 – Jun 2014

- Coordinated CMO meetings, minute-taking and monthly report consolidation
- Conducted data research and executed User Acceptance Tests for policy/system roll-outs

Selected Achievements

- Improved interdepartmental alignment by standardizing meeting templates
- Accelerated monthly report delivery by 20% through proactive scheduling

EDUCATION

2010-2013



B.Sc. (Hons) in Industrial & Organizational Psychology
University Malaysia Sabah, Malaysia

SKILLS

- Communication & Stakeholder Engagement
- Advise employees on policies, conflict resolution and career development
- Establish credibility with senior leadership and cross-functional teams
- Process Optimization & Analytics
- Conduct root-cause analyses, trend reporting and ad-hoc research
- Design and implement process improvements that elevate accuracy and efficiency
- Technical Proficiency
- HRIS: SAP HCM, BossNet
- Payroll: SAGE (AccessPay), full-cycle monthly processing
- MS Office: Word, Excel, PowerPoint (advanced)