



JULIANA BINTI MANSOR

Assistant Manager, Admin ,Employee Engagement & Communication

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PROFILE SUMMARY

With over ten years of experience, I have developed a diverse skill set encompassing administration, staff recruitment and onboarding, employee engagement, and communication. My career has been marked by a consistent ability to meet organizational objectives and address needs effectively.

I excel in administrative and project support roles, demonstrating exceptional organizational skills and the ability to prioritize and complete multiple tasks simultaneously. My problem-solving capabilities are impressive, allowing me to handle and resolve tasks within set timeframes efficiently.

I am a highly dedicated and organized professional, capable of working independently and thriving in team environments. My eagerness to learn and expand my knowledge across various aspects further enhances my contributions to any organization.

PERSONAL PARTICULAR

Sex	:	Female
Age	:	44 years old
Marital Status	:	Married
Nationality	:	Malaysian

EDUCATION

Masters, Business Administration (MBA)
UNITAR International University
Kelana Jaya, Selangor

Graduated, August 2023 with 3.74 CGPA

Diploma in Office Management and Technology
Universiti Teknologi MARA (UiTM)
Shah Alam, Selangor

Graduated, October 2005 with 2.98 CGPA

SKILLS

- Event Management
- Leadership
- People Management
- Problem Solving
- Multi-tasking
- Communication Strategy
- Employee Engagement
- Feedback Analysis
- Content Development
- Translation (English-Bahasa Melayu-English)
- Employee Survey Analysis
- Calendar Management
- Newsletter Creation
- Cultural Transformation
- Diversity, Equity, and Inclusion (DEI) Initiatives
- Administrative Support
- Board Meeting Coordination
- Travel Coordination
- Statutory Liaison
- Townhall Organization
- Reporting

EXPERIENCES

Adient Automotive Holding (M) Sdn Bhd

Previously known as Johnson Controls Automotive Holding (M) Sdn Bhd

Shah Alam, Selangor

Jan 2021– Present

Assistant Manager, Admin, Employee Engagement and Communication

- **Strategic Leadership in Communications:** Lead the development and execution of strategies for all internal and external communications to ensure consistent and engaging messaging.
- **Recruitment Leadership:** Direct and mentor the recruitment team to create a diverse and unbiased brand; oversee the announcement of new employees.
- **Employee Engagement Leadership:** Spearhead the organization of meet-and-greet sessions and quarterly skip-level meetings with the Managing Director (MD).
- **Feedback Management:** Lead the monitoring and analysis of staff feedback, adjusting communications content and strategies accordingly.

- **Content Development:** Supervise and guide the preparation of publication materials, memos, and announcements.
- **Translation Oversight:** Manage and oversee translation (English-Bahasa Melayu-English) for regional materials.
- **Employee Surveys:** Lead the delivery, analysis, and reporting of the annual employee engagement survey.
- **Calendar Management:** Oversee and ensure the maintenance of the company working calendar related to customer production.
- **Newsletter Creation:** Develop and manage proactive newsletters for internal and external communication.
- **Cultural Transformation Leadership:** Collaborate with department heads to lead and implement initiatives for transforming work culture.
- **DEI Leadership:** Lead and champion Diversity, Equity, and Inclusion activities such as festivals, health events, annual dinners, birthdays, sports events, CSR events, team-building activities, and management offsite meetings.
- **Awards and Recognition:** Oversee and lead the organization of events like meet-and-greets, skip-level meetings, long service awards, and best employee awards.
- **Administrative Management:** Provide high-level administrative support to company directors.
- **Board Meetings:** Manage and lead the arrangement of quarterly board meetings, including scheduling, preparing presentations, and documentation.
- **Travel Coordination:** Oversee and manage staff travel arrangements, including hotel bookings, flights, and car rentals.
- **Statutory Liaison:** Liaise with the company secretary regarding statutory forms.
- **Townhall Meetings:** Organize and lead quarterly townhall meetings involving all staff levels.
- **MD Calendar Management:** Oversee and manage the MD's calendar and arrange meetings as required.
- **Reporting:** Consolidate and provide comprehensive weekly reports to the MD.

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Shah Alam, Selangor

June 2019 – Jan 2021

Senior Executive , Admin, Employee Engagement and Communication

- **Internal and External Communications:** Oversee all communications to ensure consistent and engaging messaging.
- **Recruitment Support:** Guide the recruitment team to create a diverse and unbiased brand; announce new employees.
- **Employee Engagement:** Arrange meet-and-greet sessions and quarterly skip-level meetings with the Managing Director (MD).
- **Feedback Management:** Monitor staff feedback and adjust communications content accordingly.
- **Content Creation:** Prepare publication materials, memos, and announcements.

- **Translation Support:** Provide translation (English-Bahasa Melayu-English) for regional materials.
- **Employee Surveys:** Deliver, analyze, and report on the annual employee engagement survey.
- **Calendar Management:** Maintain the company working calendar related to customer production.
- **Newsletter:** Create proactive newsletters for internal and external communication.
- **Cultural Transformation:** Collaborate with department heads to lead efforts in transforming work culture.
- **DEI Activities:** Lead Diversity, Equity, and Inclusion activities such as festivals, health events, annual dinners, birthdays, sports events, CSR events, team-building activities, and management offsite meetings.
- **Awards and Recognition:** Organize events like meet-and-greets, skip-level meetings, long service awards, and best employee awards.
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- **Statutory Liaison:** Liaise with the company secretary regarding statutory forms.
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- **Reporting:** Consolidate and provide weekly reports to the MD.
- **Learning and Development:** Provide support for training and development initiatives.

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Shah Alam, Selangor

April 2014 - May 2019

Administrator

- **Travel Coordination:** Managed hotel bookings, flight arrangements, and visa applications for the Managing Director, local, and regional staff.
- **Regional Visits:** Handled regional visits in Malaysia, including agenda preparation, hotel bookings, transfer arrangements, dinner arrangements, refreshments, and invitation letters if required.
- **Housing Assistance:** Assisted regional staff working in Malaysia with house rentals.
- **Meeting Organization:** Organized meetings as requested by the Managing Director and prepared minutes of meetings.
- **Calendar Management:** Scheduled and arranged appointments with external parties and suppliers for the Managing Director.
- **Report Follow-up:** Assisted the Managing Director in following up on report submissions.
- **Management Meetings:** Attended weekly management meetings and provided minutes.
- **Call Management:** Managed all incoming calls, screened and directed calls, and relayed messages to the Managing Director.
- **Gift and Flower Arrangements:** Arranged the purchase of gifts and flowers for staff farewells and condolences.
- **Conference Registration:** Managed registration for conferences invited by Volvo, Honda, and Proton.
- **Customer Visits:** Organized customer visits, including preparing refreshments and coordinating with HR and Safety for support during visits.

- **Payment Monitoring:** Monitored monthly payments for company credit cards and company secretary for all entities.
- **Claim Submission:** Handled the Managing Director's claim submissions.
- **Workshop/Meeting/Training Coordination:** Organized regional workshops, meetings, and training sessions scheduled in Malaysia, including offsite meetings.
- **Board and AGM Meetings:** Coordinated quarterly board and AGM meetings.
- **Minutes of Meeting:** Liaised with the company secretary to complete previous minutes of meetings for board pack preparation.
- **Employee Travel Coordination:** Handled travel arrangements, including hotel and flight bookings, for all employees.

Time Temasek Sdn Bhd

Glenmarie, Selangor

Nov 2009 - Feb 2014

Personal Assistant to Managing Director

- Handle on high volume of internal and external communication including telephone calls, email and mail.
- Used a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence and documents, and maintain/ manage and organize confidential documents, correspondences, and records.
- Coordinated and provide personal support such as planned the time table schedule of business, personal and weekend events.
- Arrange travel arrangements (flight/car/hotel bookings for Managing Director and guest as well as updating calendar.
- Organize on Managing Director's monthly overhead payment.
- Arrange an appointment and correspond with clients and coordinate their visit.
- Support to the HR such as setting up and maintaining filing system.
- Organize documents received by fax or mail to ensure proper handling with regards to signature, distribution& and responses to Managing Director
- Handle on special assignments, ad-hoc functions that related to project manager whenever required for events and company exhibition.
- Liaised with company secretary for statutory forms and resolutions.
- Ensure Managing Director's office is up to stock with stationeries and sundries.
- Handle all related to company vehicles by checked on road tax and insurance validity.
- Assist on preparing Petronas License and Tender Bid.
- Maintain purchases on returns, gifts, invitations, and birthday and thank you cards.
- Organize Managing Director's birthday.

Sunway Pyramid Sdn Bhd

Petaling Jaya, Selangor

Nov 2008 – Aug 2009

Secretary to General Manager Retail and Operation (Contract Basis)

- Prepare agenda as directed by the General Manager and compiles supporting documents for agendas and posts meeting notices.
- Prepare meeting minutes for Weekly Department Meeting. Attends evening meetings of the Board Meeting as the recording secretary.
- Maintain records, filing, drafts and correspondence letter for General Manager of Retail Operation.
- Perform other duties as directed such as maintain confidentiality in all matters requiring.
- Prepare business travel, booking of ticket and itinerary.
- Arrange 1st and 2nd Quarter Meeting document for all departments.
- Prepare End Month Report and ensure its prompt distribution to the Director and General Manager.
- Efficiently manage telephone calls, emails and collected/ sort mail

Guthrie Property Holding (M) Sdn Bhd

Bukit Jelutong, Selangor

May 2000– May 2008

Human Resource Officer

Arranged a full range of administrative and HR support including:

- **HR Initiatives and Systems:** Handled and updated the development and implementation of HR initiatives and systems.
- **Policy Counseling:** Provided counseling on HR policies and procedures.
- **Recruitment Management:** Actively involved in recruitment by preparing job descriptions, posting ads, managing the hiring process, arranging interviews, and sending out regret/appointment letters.
- **Employee Confirmation:** Maintained the KIV system for employee confirmations.
- **Employee Statistics:** Maintained up-to-date employee statistics.
- **Reception Assistance:** Assisted in phone reception for executive and administrative departments.
- **Mail Coordination:** Prepared and coordinated mail, faxes, and express packages.
- **Filing and Documentation:** Provided filing assistance and handled routine correspondence and presentations using computer software applications.
- **Information Maintenance:** Maintained the telephone directory and other company information.
- **Production Services:** Performed photocopying and other production services.
- **Administrative Procedures:** Prepared Administrative Assistant procedures, maintained training curriculum, and provided training to backup personnel.
- **Claims Verification:** Verified medical, dental, and mileage claims of staff.
- **Medical Insurance:** Managed medical insurance Guarantee Letters for staff when required.
- **Performance Appraisals:** Prepared Annual Performance Appraisal Reports for all staff.
- **Employee Relations:** Fostered positive employee relations through effective communication and conflict resolution.
- **Training and Development:** Coordinated and facilitated training and development programs for

employees.

- **Compliance Management:** Ensured compliance with labor laws and company policies.
- **Employee Records:** Managed and updated employee records and HR databases.
- **Benefits Administration:** Administered employee benefits programs, including health insurance and retirement plans.
- **Onboarding:** Conducted new employee orientations and onboarding processes.
- **Exit Interviews:** Conducted exit interviews and managed the offboarding process.

COMPUTER EFFICIENCY

Computer Skills	Level of Proficiency
Microsoft Words	10
Microsoft Excel	9
Microsoft Presentation	10
Ariba	10
SAP	7
Microsoft outlook	9
Microsoft teams	10

- Scale from 1 to 10

LANGUAGE

Language	Spoken	Writing
English	10	10
Bahasa Melayu	10	10

MISCELLANEOUS

Availability : 3 months' notice period
Possess own transport : Yes
Current Salary : RM8874 + RM400 (Car Allowance) + RM150 (Telephone Allowance) = RM9424

PROFESSIONAL DEVELOPMENT AND CERTIFICATIONS:

- Bengkel Kumpulan Wang Pembangunan Sumber Manusia – HRDF – 2019

- Microsoft Office 2013– 2016
- Introduction to new IATF 16949:2016 – 2017
- Customer service Excellent workshop – 2013
- On the spot team spirit excellence committee member of Vision Week (Malaysia) – 2015
- Team spirit and collaboration Award – 2021
- ISO14001, ISO 45001, ISO 50001 Internal Auditor: Served as an Internal auditor for ISO 14001 is an international standard for Environmental Management Systems (EMS), ISO 45001 Occupational Safety & Health Management System. ISO 50001 International standard for Energy Management Systems (EnMS).

REFERENCES

NORULHUDA TUSINOO, SR. MANAGER HSE

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