



## Koljit Singh (Ajit)

Proficient in developing and implementing a comprehensive strategic transformation plan designed to foster a culture of excellence and create a high-performance organization, aligned with the company's business goals to ensure sustained business performance.

**"Building talent for the organization and nation"**

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**Experience – 20+ years of total experience**

### Career Summary

Period	Organisation	Position
June 2024 – Present	FGV Holdings Sdn Bhd	Vice President, Culture Transformation and Projects
Aug 2023 – Present (Part time)	1) Transform 2) MIHRM	Lead Ambassador, APAC (Human Resources) Part-time Professional Trainer
March 2022 – Aug 2023	Flexsys Malaysia Sdn Bhd, (Chemicals Manufacturing)	Base in Gebeng, Kuantan, Pahang HR Director (APAC)
March 2015 – Dec 2021	BASF PETRONAS Chemicals Sdn Bhd, Pahang (Chemicals Manufacturing)	Base in Gebeng, Kuantan, Pahang
	(2019 – 2021)(Senior Manager)	Head of IR/ER, HRM Excellence & Process Optimization
	(2017 – 2018) (Senior Manager)	Head of Organization and Culture Excellence
	(2015 – 2017) (Manager)	Head of Competency, Leadership and Performance Management
Jan 2007 – Feb 2015	TNT Express (M) Sdn Bhd	Base in Menara PKNS, PJ Learning and Development Manager / HRBP
1997 – 2004	JTI Trading Sdn Bhd (FMGC - Cigarettes Manufacturing)	Base in Damansara Heights, KL & Shah Alam, Selangor
	(2002 – 2004)	Training and Benefit Executive
	(2000 – 2002)	Completed Bachelor's Degree
	(1997 – 1999)	HR Associate – C&B Section
1993 – 1996	Foldaline (M) Sdn Bhd	Base in Subang Jaya, Selangor Personnel and Admin Officer

### Key Achievements in Flexsys Malaysia Sdn. Bhd

- Successfully **established entities** in China, Malaysia, Japan, and India.
- Developed a clear and **well-defined organizational structure** while identifying HR processes that adhere to all local legal requirements.
- Created a comprehensive **HR policies/handbook** that aligned with the company's values and culture.
- Implemented appropriate **HR technology solutions** that were user-friendly and accessible to all employees.
- Built a culture of trust and transparency by **establishing clear communication channels** and **employee engagement programs** that fostered a positive and supportive work environment.
- Successfully deployed a new **Performance Appraisal process** in APAC through the use of Paylocity system, with all employees receiving the necessary training and the program fully operational by Q4 of 2022.
- Successfully implemented a **global job structure, pay ranges, and salary administration policy/handbook** by 12/31/22. The project included benchmarking jobs, assigning pay ranges, mapping employees, and developing a robust yet simple salary administration policy.
- Employee & Leadership Development** roll-out successfully started by Q1 of 2023.



### Key Achievements in BASF PETRONAS Chemicals Sdn. Bhd



1. **2019 – 2020:** Advice and support top management in **IR-related matters**. Managed to lay off nonperformers and employees with medical issues; Medical Bought Out (MBO). 50% saving on MBO cases.
2. **2019 – 2020:** Managed all IR matters with **no risk to the organization**, and support given to functions to manage cases accordingly.
3. **2019 – 2020:** Managed to establish and source **a new complete HRIS system**, on a minimum budget; of RM 2.5 million for the next 5 years. This HRIS system comprises a full Spectrum of HRIS Suit, E-Learning, Electronic Data Management Systems and Payroll outsourcing activities. Savings, amounting to 50% compared to the previous HRIS system.
4. **2017 – 2018:** Successfully executed **new culture and values** (TOP Team) planned the launch of the new culture with a big bang and implemented all the culture-building activities. Increased employee engagement rates from 40 % to 70 % in 2 years.
5. **2017 – 2018:** Successfully **established OD intervention** to have process excellence activities, in respective divisions.
6. **2017:** Established a **talent identification process** and **succession planning** processes accordingly.
7. **2017:** Established a **Management Trainer Program** (for all divisions), with an 80% success rate of absorption to the critical position.
8. **2015 – 2016:** Spearheaded and introduced **internal Leadership Development Series** (SLD, LEAP and EEP) for all people leaders, with a minimal budget. All people leaders were trained, and excellent feedback was received from all stakeholders. University Malaysia Pahang (UMP) accredited this program with an Executive Diploma and Executive Degree level accordingly.
9. **2015 - 2016:** Establish the **Performance Management System** to accelerate performance-orientated culture. 100% buy-in from stakeholders on the concept and tools.



### Key Achievements in TNT Express (M) Sdn Bhd

10. **2012 - 2015:** Established a **solid framework to acquire, develop and retain talent**. Established the following:
  - I. Management Trainee Program, for external talent
  - II. Business Specialist Program, for external talent
  - III. “So You Think You Can Be a Manager” program for internal highflyers.90 % retention rate of this program. Talent was selected to become young managers in the organization. This program received recognition from the regional team.
11. **2010 – 2015:** Passing **Investor in People (IIP)** audit for TNT Malaysia at the highest rate for 6 years in a row. Received regional recognition. Accreditation to all L&D Activities carried out at the country level.
12. **2008 – 2013:** Establish TNT’s Sales and marketing, Contact Centre, Operation and Finance Department, **Learning Framework and Competency Matrix**, mapping to learning and career pathways for all job families. Received recognition from all divisions
13. **2008 – 2014:** Establish, Leading and Conducting - Management Retreat – **Setting Business Strategy and Organisation Goals** for each year and the importance of achieving key results rather than simply setting goals. Received recognition from all divisions.
14. **2007 – 2008:** Managed mass hiring for contact center expansion, development of an onboarding plan and a robust training plan for CS and the frontline services.
15. **2007 – 2008:** Orchestrated a **large-scale recruitment initiative** to facilitate the expansion of the customer contact center, which involved the **strategic development of comprehensive onboarding and training programs** tailored for customer service representatives and frontline staff.
16. **2008:** Collaborated closely with key stakeholders to **reformulate the commission structure** for frontline employees, significantly enhancing the compensation and benefits framework.
17. **2008:** Conceived and implemented a **Promotion Matrix** designed to streamline career progression within the organization, promoting a merit-based advancement system.

18. **2008:** Pioneered the '**Orange Culture**' initiative and a Supervisory Leadership development program, aimed at reinforcing organizational values and driving business support at all levels.
19. **2007:** Initiated and institutionalized a talent identification protocol alongside a **succession planning** strategy to ensure a continuous pipeline of internal leadership candidates.



### Key Achievements in JTI

20. **Training Development & Delivery:** Developed and delivered a comprehensive range of training programs, **achieving a 70% increase** in employee competency levels as measured by pre- and post-training assessments.
21. **Career Path Planning:** Created Career Path and Facilitated 30 career development sessions, which contributed to a 75% increase in internal promotions.
22. **Vendor Management:** Negotiated contracts with new external training providers, cutting costs by approximately 40% annually.
23. **Healthcare Administration:** Overhauled the medical benefits system, leading to improved claim processing times by 50%.
24. **HRIS Management:** Improved the HR Information System, increasing data accuracy and accessibility, and reducing report generation time by 50%.
25. **Survey Analysis & Preparation:** Conducted HR surveys and analyses that provided critical insights, influencing strategic HR decisions.
26. **Payroll Administration:** Optimized payroll administration, ensuring 98% accuracy and compliance with tax and statutory requirements.
27. **Compensation Analysis:** Conducted a comprehensive compensation analysis that led to a more competitive salary structure and a 15% decrease in employee turnover.
28. **Budget Management:** Collaborated with Finance to manage the annual HR budget, achieving 25% cost savings through strategic forecasting.
29. **Benefits Administration:** Administered a company-wide benefits overhaul that increased employee satisfaction scores by 25%.
30. **Training Needs Identification:** Identified and addressed training needs for 1800 employees, resulting in improved job performance and career progression.

### Education

**Master's in Business Administration – Singapore Business School (Graduating in April 2024)**

**Bachelor's Degree in Computer Science (Hons) - Universiti Teknologi Malaysia (UTM) – Skudai, Johor.**

### Professional Qualification/ Certification

#### **2022 – HRDC TTT Exemption (Cert Number 10582)**

Awarded by: Human Resources Development Council (HRDC)

Recognised by: HRDC and in Malaysia

#### **2019 – Certificate in Industrial Relations**

Awarded by: Malaysian Employee Federation (MEF)

Recognised by: International Labour Organisation (ILO)

#### **2017 – Train the Trainer**

Awarded by: SMR, Group

Recognised by: Institute of Leadership & Management, UK

#### **2016 - Prosci, Change Management Certification (Practitioner Certification)**

Awarded by: K-Pintar

Recognised by: Association of Change Management Professionals®, USA

**2016 - Measuring The ROI of HRD**

Awarded by: Quest International, Malaysia

Recognised by: International ROI Institute, US

**2015 - Certified Coaching & Mentoring Professional (CCMP)**

Awarded by: ITD World, Malaysia

Recognised by: International Coaching Federation (ICF)

**2013 – Organisational Development professional (ODP)**

Awarded by: Institute of Leadership & Management, UK

Recognised by: Institute of Leadership & Management, UK

**2013 – Accredited Organisation Development Professional (AODP)**

Awarded by: SMR Group, Malaysia

Recognised by: Institute of Leadership & Management, UK

**2012 – Train the Trainer**

Awarded by: British Council, Singapore

Recognised by: Commonwealth Countries

**2011 – Certificate IV - Training & Assessment**

Awarded by: Department of Further Education, South Australia

Recognised by: Australia Education, South Australia

**2008 - Certified Practitioner of Neuro-Linguistic Programming****2008 - Certified Practitioner of Hypnosis and Time- line****2008 - Certified Practitioner of Neuro-semantics**

Recognised by: International Society of Neuro-Semantics (ISNS),  
(School of : Dr L. Michael Hall, Co-Founder ISNS)

**HR Training on:**

- 1) Understanding Employment Act 1955, an overview of the IR Act 1967 & Trade Union Act 1959
- 2) Employee Misconduct & Disciplinary Management
- 3) Current Trends & Development in Malaysia HR & IR Practices

**Languages**

*Proficiency level: 0 - Poor, 10 - Excellent*

Language	Spoken	Written
Bahasa Malaysia	10	10
English	10	10
Hindi	7	0

**Additional Info**

Expected Salary	MYR – Negotiable
Preferred Work Location	Abel to relocate / anywhere

**About Me**

<b>Gender</b>	Male	<b>Marital Status</b>	Single
<b>Age</b>	51 years	<b>Date of Birth</b>	08 May 1973
<b>Telephone Number</b>	+6016 6087751	<b>Nationality</b>	Malaysian
<b>Address</b>	211, Jalan Medan 18, Taman Medan Baru, 46000, Petaling Jaya, Selangor, Malaysia		

## Career History

**FGV Holdings Sdn Bhd, Pahang (Group of Conglomerates of Companies) June 2024 – Present**

### **Vice President, Culture Transformation and Projects**

- **Drive Organizational Culture Transformation:**
  - Develop and implement strategies to **align organizational culture with FGV Holdings' vision, mission, and strategic objectives.**
  - Foster a **culture of innovation, collaboration, inclusivity, and continuous improvement** across all levels of the organization.
  - **Lead change management initiatives** to ensure employee buy-in and successful cultural shifts.
- **Leadership and Change Management:**
  - Act as a **role model** and champion for cultural transformation, engaging with senior leaders to ensure alignment and commitment to cultural goals.
  - **Provide leadership and guidance** to teams managing transformation projects, ensuring alignment with organizational priorities.
  - **Build a coalition of change agents** across the organization to advocate for and sustain culture transformation initiatives.
- **Strategic Oversight of Transformation Projects:**
  - **Lead the design, planning, and execution of strategic transformation projects**, ensuring they drive measurable outcomes and value creation.
  - Establish clear **project goals**, timelines, **KPIs**, and **budgets**, while managing resources efficiently.
  - Collaborate with cross-functional teams to integrate transformation projects with overall business strategies.
- **Employee Engagement and Development:**
  - **Design and implement programs** that enhance employee engagement, retention, and morale in alignment with the desired organizational culture.
  - Work with HR and Learning & Development teams to **provide training programs that support cultural and leadership development.**
  - **Actively engage with employees to gather feedback**, identify barriers to cultural change, and refine transformation strategies.
- **Monitor and Measure Impact:**
  - Develop and implement metrics and reporting systems to evaluate the effectiveness of culture transformation initiatives and projects.
  - Provide **regular updates and reports to the executive leadership team on progress**, challenges, and areas for improvement.
  - **Use data-driven insights** to refine strategies and ensure the sustainability of cultural and transformational initiatives.

**Flexsys Malaysia Sdn Bhd, Pahang (Chemicals Manufacturing)**

**March 2022 – Aug 2023**

### **HR Director (APAC)**

- Partner with the region's leadership and country MD team to **deliver a regional people strategy** that aligns with current and future business objectives and supports the global people strategy and HR initiatives.
- Play a critical role in making Flexsys the employer of choice for industry talent across APAC and work closely with both HR and business leads **to improve the overall employee experience.**
- Collaborate with the global HR Leadership Team (HRLT) and play an active role in the **development of global toolkits and talent management initiatives and delivering the overall People Strategy**, as well as being accountable for the implementation or delivery of Group-wide initiatives across the region.

- **Drive Change and be a strategic talent partner** to the Regional CEO and Regional Leadership. By providing insight into APAC for the global HR team and community as well as the Group, ensuring APAC has a voice when global systems, processes and initiatives are being designed centrally.
- Providing support to country MDs on all aspects of **talent management**, especially in markets where local HR is either not present or inexperienced.
- Deliver and implement **an annual people roadmap** that supports the delivery of overall business and regional strategic objectives.
- **Driving change management, employee engagement and retention strategies** across APAC. Create more impactful and deliberate interactions with our people, which are as consistent as possible across the region and globally.
- Work closely with the Group where applicable, in **designing and developing global HR tools** which will be viable for APAC and influencing their early adoption.
- Ensure the creation and **development of succession plans at the regional level**, identifying and addressing talent gaps, as well as future needs.
- Work closely with Learning Services to grow/develop our talent pipeline across APAC, and ensure all colleagues have access to **Learning tools and interventions**. Utilise monthly Dashboards to determine areas of focus.
- Partner with the central Talent Acquisition team to ensure global practices are being adopted throughout the APAC Talent Acquisition team, and that data is informing decisions and approaches.
- Work with local leaders to roll out the **performance management** – including quarterly reviews, development targets, addressing performance and knowledge gaps etc.
- Work with local leaders, Regional or country CFOs and Global HR to conduct a thorough and **comprehensive salary review cycle annually**.
- Lead or support **employee relations throughout the region including terminations**, 'Right to Speaks', redundancies and disciplinaries in line with local legislation.
- Partner with the Head of Recruitment and CFO to manage the **hiring process across APAC**.
- Maintain knowledge and understanding of regulations, industry trends and local practices across APAC.

## **BASF PETRONAS Chemicals Sdn Bhd, Pahang (Chemicals Manufacturing) 2015 – 2021**

### **HRM Excellence and Process Optimization and Head of IR/ER (2019 – 2021)**

- Responsible to design and deliver an **industrial relations strategy** with a key focus on modernizing and engaging employees. **Union relationships** and manage Employee Relations matters. Design and development of ER policy, processes, and tools to deliver required changes at all levels of the organization. Responsible for Industrial Relations activities including handling disciplinary cases and advising management on best practices. Set direction, create policy, and offer expert advice in all matters relating to collective bargaining and corporate-wide industrial relations issues. Assist HR Dept.
- **HRM Excellence, Process Optimization & Culture Team** develops, delivers, and improves HR processes and programs through continuous improvement and evaluation efforts, technology solutions and leveraging on centralized shared services under (BASF & PETRONAS). Implement Human Resources policy at the Joint Venture level partnering with management to drive companywide programs and initiatives.



- Focuses remains on Lean and Continuous Improvement for BASF Global HR processes and PETRONAS Global HR. The role of **Process Optimization** is that of partnering with the Global Centres of Expertise and HR Business Partners to determine priorities for process improvement and ensure new processes are designed striving for harmonization, reduction of waste and systems enablement, with a focus on providing the best customer experience for our internal customers.
- **Drive TOP TEAM (BPC Culture)** and imbed and create effective leadership from the top, clear and frequent communication on the organization's Mission, Vision, and Values. Focus on employee and physician engagement is vital to success and consistency and fairness in every decision even when difficult. Create a Positive reinforcement to recognize desired behaviour under TOP TEAM.

#### Essential Functions:

- Drive continuous improvement by partnering with HR and business colleagues and leaders to implement enterprise-wide strategic initiatives.
- Ensure all processes within the area of responsibility are properly mapped, metrics assigned and monitored, and projects defined and prioritized to ensure continuous improvement of all processes globally.
- Developed and implemented new HRIS to suit and meet the organisation's latest HR needs, with a complete HRIS Module for BPC, with an appropriate assigned budget.
- Ensures all annual portfolio projects related to Comp & Benefits are appropriately managed, tracked and approved at each stage gate.
- Partner with the assigned Global Team in the definition of priorities and provide Lean and process design expertise for all global programs and processes to be effectively mapped to the appropriate levels,
- Standard work defined and appropriate metrics in place to monitor process performance.
- Establish a relationship and network with the Business Unit Process Owners globally to ensure a thorough understanding of process improvement needs and best practice sharing.
- Propose and facilitate process improvement Kaizen events involving all stakeholders of the process in new designs.
- Foster a customer-focused approach to the design and implementation of HR processes and systems.
- Conduct and/ or facilitate structured root cause analyses, requirements, brainstorming sessions and barriers to drive the required culture in the organisation.

#### Head of Organization and Culture Excellence

(2017 – 2018)

- Strategize and drive the **development and implement a transformation plan of cultural excellence and high-performance organisation** in line with the Company's business objectives and sustain its business performance.
- Lead the design and development of **organizational effectiveness strategies, roadmaps and plans** through situational assessment, engagement, syndications and alignment with various relevant stakeholders, adopt and adapt best practices in the market through study, benchmarking and lessons learned captured to inculcate values and culture of a high-performance organization in a diversified environment; as well as mitigate issues to manage organizational engagement and motivation to achieve successful and sustainable culture transformation.

- **Formulate structured tracking and monitoring mechanisms** and diagnostic framework to measure impact on organizational effectiveness and culture excellence health status; provide a progress report to Management Team that provides intelligence and foresight, mitigate risks to ensure the desired outcomes achieved for sustainable culture transformation and realisation.
- **Drive the knowledge repository and a custodian of organization effectiveness** and lead the deployment of the project focusing on leadership, organization restructuring, staffing, as well as system and process improvement; and other related initiatives about organizational and cultural excellence.
- **Develop appropriate frameworks and strategies for leadership development at all levels** of the business and ensure effective leadership assessments are in place. Implement, oversee, facilitate and deliver leadership development programmes and activities.
- **Coach line managers** to ensure change and people impacts are understood. Provide feedback and change management support as appropriate.
- **Guide and advise the Management Team in driving, influencing, and accelerating cultural beliefs and issues** resolution through formulating and designing strategic conversations, and building trust and rapport across the workforce and relevant key business industries to ensure successful and sustainable culture transformation and achievement.
- **Lead the development of organizational culture with communication strategies and plans to enhance buy-in** and commitment for the transformation plan; to deliver compelling, accurate and consistent key messages across the diversified workforce by leveraging on available engagement platforms to achieve transformation realization of organizational excellence.
- **Enforce the implementation and continuous improvement** of policy and procedures that affect compliance with statutory and legislative requirements to ensure conformance to established LOA to safeguard the Company's interest, image and reputation.
- **Foster and sustain effective working relationships and rapport** with the government authorities, business and management institutions, key industry players and service providers to keep abreast with the latest development to capture new business opportunities.
- **Provide strategic advice and recommendations concerning organizational excellence** to the stakeholders by conducting engagements and review sessions to ensure alignment of business directions for BPC.

#### Head of Competency, Leadership & Performance Management

(2015 – 2017)

- The Head of Competency & Performance Management role is to support the overall business strategy and help the business grow through it employees and Learning & Development initiatives. Furthermore, the role is to develop and enhance the business's talent and evolve future leaders.
- Strategize, lead, develop and facilitate competency framework, learning and development, talent, and performance management, as well as succession plans to acquire the right competencies of the staff in their current or future roles.
- Anticipate, analyse and implement adequate actions to add the highest value to BASF PETRONAS Chemicals and its stakeholders

#### Learning and Development

- Formulate concepts on organizational learning needs to address competency gaps including:
  - Competency-Based L&D Program.
  - Functional Competency Group (FCG).
  - Leadership Development Program (LDP).



- Ensure Compliance training requirements is in place and verify competency allowance for relevant nominated staff.
- Lead and manage L&D activities to enhance the competencies as stipulated in the Competency Framework which includes evaluation of the program, effectiveness, quality, and cost efficiency.
- Plan, develop and implement precaution and contingency plans to prevent possible incidents and threats that can incapacitate BASF PETRONAS Chemicals.
- Provide consultation to line management to co-design L&D programs to achieve the desired outcomes and results.
- Approve payment to the training provider, training venue and refreshment, and claims to HRDF for reimbursement as per the level of authority.
- Recommend software to simplify processes and for monitoring to ensure adherence and compliance.
- Promote and approve education grant applications.
- Ensure training bonds are executed.

### **Performance Management System (PMS)**

- Formulate, communicate, monitor, and evaluate the PMS in place with end-to-end results and consequences.
- Ensure staff are appraised and provided feedback, L&D needs and career plans are identified for employees' development.
- Ensure opportunity is provided for employees to improve their performance when it falls below performance expectations.
- Ensure recruits during the probationary period accustom and assimilate into the organisation smoothly and provide measures for the confirmation, extension, or termination of the probationary appointment.

### **Talent and Succession Management (T&SM)**

- Facilitate and implement systematic T&SM to ensure the company's critical positions are filled by staffs with the right competencies.
- Ensure proper implementation of talent management, succession planning and career development planning policies and procedures to retain high-performing staff.
  - Top Talent Development Framework.
  - Company Critical Positions.
  - Employee Potential Assessments.
  - Talent Reviews.
  - Promotion and Mobility.

### **Others**

- Acts as a catalyst enhancing relations, and synergies and creating new opportunities amongst the stakeholders.
  - Promote business partnering and advocate collaboration among stakeholders to enable forward-thinking to achieve strategic goals.
  - Leverage the multicultural environment to optimise strength for business growth.
- Shapes Leadership, Capability and PM Department and sets the tone by effectively leading and developing the team towards the achievement of strategic goals.
  - Match the right staff for the right roles and identify the competency gaps.
  - Cultivate young talents to become leader

## Learning and Development Manager

### Strategy Implementation

- To provide input into the People Development strategy and to formulate the annual training plan in line with divisional, business and individual requirements to ensure all staff is equipped for current and future challenges.
- Identify training and development activities in line with budget requirements and Divisional, Business and Individual Needs.

### Learning and Development Management and Deployment

- To implement, manage and evaluate HR policies, processes and programmes to develop and retain quality people who provide outstanding and distinctive service and customer care.
- Develop, manage, and ensure implementation of local training & development programmes in line with business requirements and the needs of employees within the entity.

### Advising and Consulting

- To communicate and advise all staff on available learning & development opportunities to maximise awareness of training initiatives and participation to facilitate individual development.
- Advise management and employees on the available learning & development programmes in line with their individual needs (personal development plans).

### Selection and Management of External Suppliers

- To select and manage the performance of external suppliers to ensure qualitative training programmes are provided at an optimal cost. Formulate selection criteria for external providers.

### Administration and Reporting

- To ensure training data is gathered to provide up-to-date training records and to identify potential improvements of training and development activities.
- Ensure information is gathered on the quality and effectiveness of training programmes.

### Competency Mining / Crafting

- Crafted competency for all frontline positions, to ensure all employees and respective functional management teams know what the business-critical competencies are.
- Recruitment and Selection exercise will also be based on the competency crafted.

### Performance Management

- Manage the whole organisation's Performance Management.
- Run the PMI cycle to ensure all employees are scored/ rated fairly. Use the development plan in the individual development of all employees.

### Succession and Talent Management

- Have a succession & talent development plan for the organisation.
- Run S&T sessions with the leadership team.
- Manage succession and talent development plans.
- External Young Talent – Management Trainee and Business Specialist Program
- Current Employees – “So You Think You Can Be a Manager”

### Continuous Improvement

- Implemented LEAN as a tool to encourage all employees to focus on continuous improvement.
- Success was measured using ROI and cost savings.
- Trained organisation employees in White, Yellow and Green Belt training.

### People Management (about own team, Managers and Talent of the organization)

- To lead, motivate and empower the staff through effective and open communication, excellent leadership, regular performance feedback and team building to maximise customer satisfaction, employee satisfaction and team productivity.
  - Recruitment
  - Effective Communication
  - Coaching and Performance Management
  - Employee Development
  - Networking and project work
  - CR and Health & Safety
  - Customer Experience

**JTI Trading Sdn Bhd (FMGC - Cigarettes Manufacturing)**

**2002 – 2004**

### **Training and Benefit Executive**

- **Deliver classroom** and on-the-job divisional training programs, inclusive of company Induction.
- **Develop and update training programs and materials**, in line with the business and the target group's needs, to develop and maintain the employees' skills and knowledge.
- Provide accurate and timely **training reports**.
- **Record** all planned and actual training organisational details.
- **Planning, scheduling, and organising** internal and external training to ensure smooth training logistics.
- Participate in **career development issues**, discuss career paths with managers and identify training needs (on a time-to-time basis).
- **Liaising with consultants** and handling the benefit/ System Section.
- **Preparation and review of all medical matters** (AIA and ING).
- **Preparing Guarantee Letters** for all staff and administrating all AIA claims-Preparing Online request forms.
- Upholding **company policy on medical matters** dating the Official HR Home Page.
- Updating and maintaining **Master Electronic Leave Table Information JD Edwards**.
- Managing company **Human Resources System** (HRIS Database-SQL Server 2000).
- Helping in **HR Survey Preparations**.
- Preparing and requesting **Cigarette Ratios-Online System**.
- Other **ad-hoc work/analysis** required by Managers.

**JTI Trading Sdn Bhd**

**1997 – 1999**

### **HR Associate – C&B Section**

- Develop and implement HR policies in line with company objectives and strategy.
- Provide support to Employee Relations functions ensuring maintenance of employee relations machinery.
- Conduct manpower planning for future manpower needs to meet business growth and allocation of manpower to departments within the organization.
- Participate in the recruitment process, discussing staff needs with line managers, screening applications and conducting interviews.
- Payroll administration
- Advice to employees on tax matters, statutory contributions, etc.
- Monitor company payroll and advise on payroll costs (new hires, confirmation increments, annual increments and promotional increments).
- Participate in career development issues, discuss career paths with managers and identify training needs
- Administrating all C & B Matters (Employee Relations)
- Work with the Finance department to identify the annual HR budget, & develop forecasts of HR requirements

## Personnel and Admin Officer

### Administration Duties:

- Maintain a comprehensive log of all licenses, ensuring timely renewals to avoid lapses.
- Oversee office equipment functionality, recommending acquisitions as needed.
- Manage staff group personal accident and hospitalization insurance, ensuring policies are current and offer adequate coverage.
- Enforce adherence to the Staff Manual and Standard Operating Procedures (S.O.P.), updating them periodically.
- Supply and manage stationery inventory to prevent shortages or excess.
- Supervise front office and clerical staff, ensuring all assigned tasks are performed effectively.
- Handle all internal and external correspondence in alignment with company standards, and disseminate internal memos as necessary.
- Continuously assess and enhance administrative and personnel operations.
- Procure competitive quotations for office necessities, including equipment and promotional activities.

### Personnel Responsibilities:

- Manage the full recruitment cycle, from advertising positions to conducting induction programs.
- Oversee staff discipline, morale, benefits, development, and provide counselling.
- Monitor and verify the accuracy of staff leave records.
- Document all staff movements and turnover rates.
- Manage the registration and deregistration of staff with statutory bodies like SOCSO and EPF.
- Control attendance, addressing issues with punctuality.
- Consult with the labor office regarding employment regulations and disputes.
- Implement and enforce company policies and management directives.
- Maintain up-to-date employee records for quick and efficient reference.
- Design, implement, and manage compensation and benefits structures to attract and retain talent.
- Organize and update the company's staffing and payroll plans for executive review, aligning with corporate goals.
- Support the selection process to ensure the hiring of suitable candidates for available roles.
- Contribute to the advancement of HR information systems for improved data management.
- Administer efficient payroll operations to ensure accurate and timely salary distribution, and manage salary planning within the allocated budget.

## Contribution to the following HRM Conference / Events

- 1) Invited as a **Panellist** | CHRO Conference | **Sheraton Imperial KL** 17 Nov 2022  
Organised by: HRM Asia  
<https://chroseries.com/2022-malaysia/>
- 1) Invited as a **Panellist** | CHRO Conference | **Sheraton Imperial KL** 18 Nov 2021  
Organised by: HRM Asia  
<https://hrmasia.com/embracing-human-centric-leadership-in-shaping-the-future-of-work/>
- 1) Invited as a **Panellist** | CHRO Conference | **Sheraton Imperial KL** 03 December 2019  
Organised by: HRM Asia  
<http://www.chroseries.com/agenda-malaysia.html/>
- 2) Invited as a **Moderator and Table Facilitator (Speaker)** | Learning and Development Asia | **Aloft KL** 25-26 September 2019  
Organised by: Talent Management Asia 2019 Conference  
<https://conferences.humanresourcesonline.net/lda-my-2019/>
- 3) Invited as a **Speaker** | MIHRM National Seminar on HR Best Practice 2019 | **Nexus Convention Center Bangsar South, KL** 23-24 September 2019  
Organised by the **Malaysian Institute of Human Resource Management (MIHRM)**  
**Won Gold 2019 – Employee of Choice**
- 4) Invited as a **Judge for Human Resources International Awards**  
for the year 2019, for all categories & Presenter for the awards winners on 17 October 2019  
<https://awards.humanresourcesonline.net/hr-excellence-awards-my/2019/panel-of-judges/>
- 5) Invited as a **Panellist** | Employee Benefits Asia | **Singapore** 14-15 May 2019  
Organised by: Employee Benefits Asia 2019 Conference Singapore
- 6) Invited as a **Speaker** | Talent Management Asia | **Petaling Jaya** 26-27 March 2019  
Organised by: Talent Management Asia 2019 Conference  
<https://www.humanresourcesonline.net/talent-management/2019/speaker/koljit-singh/>
- 7) Invited as a **Judge for MIHRM International Awards**  
for the year 2018, for all categories  
Organised by: Malaysian Institute of Human Resources Management
- 8) Invited as a **Panellist** | Talent Experience Forum | **Kuala Lumpur** 23 Oct 2018  
Organised by: Recruitment Asia 2018 Conference  
<https://www.humanresourcesonline.net/talent-experience/2018/speaker/koljit-singh/>
- 9) Invited as a **Panellist** | Asia Capital Development Conference | **Kuala Lumpur** 21 March 2018  
Organised by: ACTEN Group
- 10) Invited as a **Panellist** | Recruitment Asia 2017 Conference | **Kuala Lumpur** 31 OCT & 1 Nov 2017  
Organised by : Recruitment Asia 2017 Conference

## Personal Development - Training Attended

Training Attended	Courses/Training Delivered
Train the Trainer, SMR, Group [2017]	Communication Intelligence In The Business World ( <b>External UniKL</b> )

PROSCI, Change Management Certification (Practitioner Certification) [2017]	Interviewing Skills/ Behavioural Orientated Skills Interviewing ( <a href="#">External UITM</a> )
Measuring The ROI of HRD [2016]	Managing Change/ Effective Change Management ( <a href="#">External LHDN</a> )
Certified Coaching & Mentoring Professional (CCMP) [2015]	3-Day Intensive Empowering Confidence, Communication & Pressure Management ( <a href="#">External Deleware Sdn Bhd</a> )
Organisational Development Professional (ODP) (Professional) [Oct 2013]	Organization Behaviour ( <a href="#">External MIHRM</a> )
Accredited Organisational Development Professional (AODP) (Professional) [Sep 2013]	HR For non HR/ ( <a href="#">External MIHRM</a> ) Recruitment and Selection/ ( <a href="#">External MIHRM</a> ) Compensation and Benefits/ ( <a href="#">External MIHRM</a> ) Industrial Relations – M'sia/ ( <a href="#">External MIHRM</a> ) Employment Law – M'sia/ ( <a href="#">External MIHRM</a> ) Human Resources M'ment ( <a href="#">External MIHRM</a> )
Orange Leadership Training - TTT (Singapore) [Aug 2013]	Mentoring Skills/ ( <a href="#">External MacDonalds</a> ) Coaching Skills
Train the Trainer, British Council (Professional) [Aug 2012]	AI for HR and Operation Optimisation ( <a href="#">External MIHRM</a> )
Operation Team Leaders Program –TTT (Singapore) [Jun 2012]	Interviewing Skills/ Behavioural Orientated Skills Interviewing
Certificate IV – Training & Assessment (Professional) [Jun 2011]	Performance Management Training/ Managing Bel-Curve in PMS/ MY Appraisal Workshop/ Effective Appraisal/ Objective Settings/
TNT - Coaching & Developing People Training [Mar 2009] TNT - Malaysia Labour Law 2009 [Jan 2009] TNT - Leadership Stream II Training [Nov 2008]	Organising and Motivating Team/ Team Formation
Certified Practitioner of Neuro-Linguistic Programming (Professional) [Nov 2008] Certified Practitioner of Hypnosis and Time-Line (Professional) [Nov 2008] Certified Practitioner of Neuro-Semantics (Professional) [Nov 2008] Certified Trainer – Facilitation Course for Train the Trainer (TTT) [May 2008 ]	OPERATIONS Team Leader Program/ ORANGE Leadership Program Supervisory Skills/ Leadership Skills
Freight Fundamentals-Certificate of Completion [Apr 2008]	Diversity Training & Culture Transformation/ Employee Value Proposition (EVP)
Certified Trainer – Facilitation Course (Part 3) [Jan 2008]	Providing Feedback/ Star Feedback
Voice of Customer – Facilitation Course [Nov 2007]	IR for non HR Managers
Competences Interviewing Workshop-Certificate of Completion [Aug 2007]	Competency Development at CS/ Finance/ Operation Team
Certified Trainer – Facilitation Course (Part 2) [Jul 2007] Writing Skills for CS-Certificate of Completion [Apr 2007] Certified Trainer – Facilitation Course (Part 1) [Feb 2007]	Dealing with a difficult customer/ 101 Customer Service/ Fundamental to Managing Complaints / Voice of Customer



## HR Skills

HR Skills	Level
Strategic HR Business Partnering	Advanced
Formulation of HR Strategies	Advanced
Organizational Culture Transformation	Advanced
Talent Acquisition & Recruitment Strategies	Advanced
Learning & Development (Needs Analysis & Execution)	Advanced
Performance Management & Culture Enhancement	Advanced
Talent and Succession Planning	Advanced
Compensation and Benefits Strategy	Advanced
Development of HR Policies & Procedures	Advanced
Employee and Labor Relations	Advanced
Workforce Planning & Analytics	Advanced
Corporate Event Management & Coordination	Advanced
Comprehensive Internal & External Communication	Advanced
Marketing & Branding for HR	Intermediate
Financial Management for HR Departments	Intermediate
Budgeting & Cost Control for HR Initiatives	Intermediate
HR Technology Implementation & Management & AI	Advanced
Diversity, Equity, & Inclusion Initiatives	Advanced
Employee Engagement & Retention Strategies	Advanced
Legal Compliance & Employment Law	Advanced
HR Data Analysis & Decision Making	Advanced
Leadership & Executive Coaching	Advanced

## Professional Membership

- 1) **Malaysian Institute of Human Resource Management (MIHRM)**  
Currently the Council Member (Hon. Treasurer)
- 2) **Asia Human Development Organisation (AHDO)**

## Reference (Work)

- |                        |              |   |
|------------------------|--------------|---|
| 1) Ms Chan Swee Hua    | 012-636 0001 | <b>Former Superior Regional HR Director</b> in TNT Express (M) Sdn Bhd        |
| 2) Mr. Simon Benjamin  | 012-228 0131 | <b>President of MIHRM</b> , Malaysia Institute of Human Resources Management. |
| 3) Ms Analiz Abu Bakar | 012-201 7660 | <b>Former HR Director</b> in BASF PETRONAS Chemicals                          |

## Reference (Character) *Former subordinates*

- |                       |              |  |
|-----------------------|--------------|--|
| 4) Ms Vicky Vadivello | 016-370 0134 | Manager (HR), DHL (M) Sdn Bhd                  |
| 5) Mr Hazman Hashim   | 019-801 9801 | HRBP, Affin Bank                               |
| 6) Mr Teo Kim Lai     | 012-956 1621 | Head of HR & Admin, Polyplactic APACHR Manager |