



## Rafida binti Nodzary

Human Resource Manager

WASCO COATINGS MALAYSIA SDN BHD

(12 years of experience in Manufacturing (Generalist) and 6 years in Financial Institution)

(+60) 129839241 | rnodzary@gmail.com | Temerloh, Pahang.

## Experience

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Mac 2024 – Present

### HR Manager

WASCO COATINGS MALAYSIA SDN BHD

Industry Oil & Gas

Specialization Human Resources

Role General HR

Position Level Manager

Monthly Salary RM12,450 + Handphone Allowance RM150

1. Handling full spectrum of HR functions and leading Wasco Kuantan HR team.
2. **Recruitment and Staffing**
  - Overseeing whole recruitment process, including job postings, interviewing, hiring, and onboarding new employees.
  - Manpower Planning based on Project Outlook, collaborating with department heads to understand staffing needs and ensuring alignment with company goals.
  - Monitoring manpower according to the budget approved, ensure sufficient manpower supply to ensure no disruptions on Operations.
  - Strategies recruitment especially hiring of manpower from subcontractors company to ensure operations run smoothly.
3. **Employee Relations**
  - Addressing employee concerns and resolving conflicts or disputes in a fair and timely manner.
  - Promoting a positive work culture and fostering good relationships between employees and management.
  - Monthly meeting with employee representatives to address and resolved issues highlighted by employees.
  - Monitoring and resolved issues which impact the Operations, i.e: absenteeism, lateness etc.
4. **Training and Development**
  - Identifying training needs and develop yearly Training Plan.
  - Implementing development programs to enhance employee skills and career growth, coordinating leadership development programs for management and high-potential employee.
  - Managing employee performance appraisal systems via MyGoals and providing feedback for improvement.
  - Maintain training documents for the ISO and Global Audit. Ensure documentation is properly kept and records are tracked and being monitored.
  - Understand legal training is conducted on timely manner to ensure no disruptions to operations.
  - Ensure training is planned and conducted within timeline and approved budget.
  - Work on training initiative, i.e: internal training by trainer from each department to upskill employees with minimize cost
5. **Compensation & Benefit**
  - Overseeing C&B programs, ensuring competitiveness within the industry, administering payroll, ensure timely processing and accuracy of employee salaries and benefits.
  - Reviewing and implementing reward and recognition strategies to motivate employees
  - Alert on regulations change to ensure changes reflects correctly in the HR system – Boss I Net.
  - Prepare salary proposal and benchmark with market data to ensure salary being paid fairly, Aligned the job grading for Wasco Kuantan with other Wasco entities, ensure salary review is conducted properly, working with respective HODs to ensure salary review is conducted

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fairly.

- Handle full cycle of salary review – including yearly increment, salary adjustment and promotion.

**6. Compliance and Legal Affairs**

- Ensuring compliance with labor laws and regulations related to employment, safety, and health standards – ISO9001/ISO14001
- Keeping abreast of changes in employment law and implementing necessary changes to company policies and practices and managing employee contracts, terminations, and resolving any legal issues that arise.
- Ensure compliance to the relevant requirement from human rights, recruitment and training perspective imposed by Clients such as Petronas, or other parties involved during project bidding.
- Successfully completed few series of HR Audits and in compliance with ISO and clients requirements.

**7. Performance Management**

- Implementing performance management systems that are aligned with company goals – MyGoals System & AD360.
- Monitoring and evaluating employee performance via MyGoals system.
- Providing guidance for improvement or disciplinary actions when necessary and ensuring that managers and employees are provided with clear expectations and support to meet performance goals.
- Compilation of performance management report for salary review and identification gaps for training plan development.

**8. Employee Engagement and Well-being**

- Creating programs and initiatives aimed at improving employee satisfaction and engagement, i.e: CSR program, promoting program related to diversity, equity and inclusion. Program such as Women In Leadership is promoted, no discrimination at workplace, fair treatment to all employees.
- Ensure that the organization fosters a healthy work-life balance for employees and organizing wellness programs and ensuring the safety of employees at the workplace. Organizing CSR programs such as collaboration with orphanage homes, mosque committee, and other healthcare institution to promote welfare and wellbeing.

**9. Strategic HR Planning**

- Aligning HR strategies with the overall business objectives of Wasco Coatings Malaysia – Achievement of yearly KPI – Turnover, welfare program, engagement program, learning and development of employees – achievement of target training hours sets yearly, talent development and critical roles.
- Conducting workforce planning and advising senior management on HR strategies and talent management – Individual Development Plan, Manpower Planning vs. Budget, Cost savings, etc.
- Assisting in organizational structured and workforce optimization initiatives as needed – strategies hiring during low production period with minimize legal risks, such as non-renewal of contract, salary reduction and managing cost effectively.

**10. HR Policy Development**

- Reviewing and Implementing HR Policies that reflect best practices. Reviewing local employee handbook and propose for improvement (if required), such as competency allowance, etc.
- Comply with labor laws, review and update policies to ensure it remains relevant.
- Communicate policies to employees and ensure they are understood and adhered to

**11. Data Management and HR Reporting**

- Maintain accurate HR records. Ensure documents filed in personal files and kept properly.
- Ensure data is handled highly confidential, and recorded accurately in the Boss I Net System.
- Prepare reports on key HR metrics – turnover, absenteeism etc, for management review.
- Managing Boss-I net systems to ensure changes in the employment law reflected accordingly to ensure payroll is processing accurately.

**12. Expatriate**

- Applied Employment Pass for an expatriate upon expiry, submission of relevant document via MyESD portal.
- Keep updated with MyESD and Immigration requirement on hiring of expatriate.
- Managing expatriate salary, and other related matters.

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Dec 2022 – Feb 2024

## **HR Manager**

HONG LEONG ASSURANCE BERHAD

Industry	Life Insurance
Specialization	Human Resources
Role	General HR
Position Level	Manager
Monthly Salary	RM11,000

### **HR Operations**

1. Lead HR Operations team. Ensure process efficiency and clear backlogs of background screening, issuance of offer letter.
2. Drive improvement on the recruitment process including sourcing and onboarding process.
3. Ensure the recruitment process adhere to the Bank Negara Malaysia Employee Screening and Recruitment Policy Document.
4. Ensure accuracy in the information provided by the vendor on the employee screening before onboarded new hires.
5. Prepare and review monthly EXCO reports – to ensure number of vacancies and hiring are on tracked.
6. Prepare quarterly Bank Negara Labour Statistical (RLMS) report and perform submission via Kijang. Net.
7. Issuance of letters, payment and perform other administrative tasks assigned -i.e: personal files, reflect changes on related forms.
8. Collaborate with HODs to prepare manpower planning and ensure recruitment driven according to the plan.
9. Handling hiring of expatriates in accordance to the BNM requirement.

### **Policies Review**

1. Perform review and updates on HR Policies review to ensure it is adhered to the Bank Negara Malaysia Employee Screening.
2. Obtain necessary approval from the Board before registered the new policies under the HLA intranet.
3. Successfully reviewed and registered Medical Policy, Leave Policy, Gift & Entertainment Policy, Fit & Proper Policy, Disciplinary Procedures and Employee Screening Policy within 6 months' time.

### **Compensation & Benefits**

1. Familiarisation to the Willie Tower Watsons (WTW) job family, job size and job grading.
2. Successfully reviewed current job code for all Hong Leong Assurance employee according to the WTW database.
3. Study individual salary against WTW market data to ensure current salary being paid according to the P50 and proposed for an adjustment (out of cycle) should there is a need as part of retention effort.

4. Review salary adjustment, promotion or redesignation for HLA & HLA Singapore before obtain further approval from CEO / Group HR.
5. Provide salary benchmarking based on WTW information for salary package proposal - hiring /adjustment purpose.
6. Perform year end bonus exercise by providing the Bonus & Increment allocation for each of department.
7. Working closely with respective HODs to complete Performance Appraisals before commencement of 2023 Bonus Increment (BIP) Process.
8. Compile increment and bonus proposal by HOD into BIP template for the submission to the Group HR.
9. Studying & reviewed the proposed increment and bonus against WTW market information – individual total compensation.
10. Analyse the total proposed bonus and increment against the approved pool.
11. Issuance of bonus and increment letters to all employees upon obtain the approval file from GMD & Group HR.
12. Overseeing and approving monthly payroll.
13. Ongoing benefit review to ensure it is competitive in the market.

#### **Industrial Relations**

1. Ensure HR practises in accordance to the Labour Law and Employment Act.
2. Maintain harmonious relationship among employees.
3. Managing absenteeism issues in accordance to the company procedures.
4. Managing employees with performance issue effectively.
5. Familiarisation to the disciplinary act and process.

#### **Others**

1. Lead BNM onsite audit for HR Department.
2. Ensure required documents are available in the personal files and adhere to the BNM requirement.
3. Reviewing Audit to ensure compliance to the requirement.
4. Review Other Material Risk Takers and Senior Officers List in accordance to the BNM Fit & Proper Policy.
5. Working closely with Compliance and Risk Management department to review HR requirement in accordance to the BNM Policies.

Jun 2012 – Dec 2022

### **Head of Human Resource**

ELEKTRISOLA (M) SDN BHD

Industry	Manufacturing / Production
Specialization	Human Resources
Role	General HR
Position Level	Senior Executive
Monthly Salary	RM12,500+250 (Fixed Allowance)

#### **Overall HR**

1. Leading Human Resources Division team and managing overall HR functions.
2. Drive continuous process improvement in HR Division – Personnel section, Corporate Service Admin, Café, Clinic & Kindergarten.
3. Develop human resources operations' financial strategies by estimating, forecasting and anticipating requirements, trends, and variances aligning monetary resources, resolve developing action plans, measuring and analyses results, initiating corrective actions and minimizing the impact of variance.
4. Review and implement human resources policies.
5. Managing payroll for Managers using Flex System.
6. Responsible for calculation and activities in managing retrenchment.
7. Study on the impact on revision of Employment Act to the organization and propose to

management on the strategic of implementation of Employment Act.

8. Coordinate and support performance review of all employees. Follow up on the submission of PBO and update the details into salary increment and bonus template accurately for Management review. Issuance and distribute bonus letter.

9. Review confirmation, promotion and salary adjustment evaluation form, verify the justification provided and prepare the letters in regards to the confirmation, promotion, salary adjustment and other employment letters.

10. Prepare proposal for any special cases on the medical, promotion, salary adjustments, allowances which is requested for further approval from Top Management.

Compile Performance Business Objective (PBO) and review the training identification.

Jun 2012 – July 2022

## **Assistant Human Resource Manager**

WEIR MINERALS MALAYSIA

Industry	Manufacturing / Production
Specialization	Human Resources
Role	General HR
Position Level	Senior Executive
Monthly Salary	RM9700+545 (Fixed Allowance)

### **Compensation & Benefits**

1. Review HR Policies and drive standardisation of HR Policies project.
2. Develop and maintain reward and benefit program that are cost effective, competitive and appropriate to market conditions, i.e: Improve Executive Medical Policy by set up the limits, proper procedure for outpatient and inpatient process, initiate medical programme.
3. Develop human resources operations' financial strategies by estimating, forecasting and anticipating requirements, trends, and variances aligning monetary resources, resolve developing action plans, measuring and analyse results, initiating corrective actions and minimizing the impact of variance.
4. Review proposal submitted for confirmation, salary adjustment and promotion and provide support justification for approval from Management.
5. Analyse expenses and initiate activities e.g: negotiate with vendor to reduce the cost, manage activities which can help to achieve the objective.
6. Responsible for calculation and activities in managing retrenchment.
7. Coordinator for Return to Work programme on any injury case or SOCSO related matters.
8. Coordinate and support performance review of all employees. Follow up on the submission of PBO and update the details into salary increment and bonus template accurately for Management review. Issuance and distribute bonus letter.
9. Review confirmation, promotion and salary adjustment evaluation form, verify the justification provided and prepare the letters in regards to the confirmation, promotion, salary adjustment and other employment letters.
10. Prepare proposal for any special cases on the medical, promotion, salary adjustments, allowances which is requested for further approval from Top Management.
11. Compile Performance Business Objective (PBO) and review the training identification based on the gap analysis completed in the PBO.
12. Process payroll, which includes ensuring leave and medical leave are tracked in the system, facilitate resolutions to any payroll errors.
13. Handle all issues pertaining to Government Agencies and Statutory bodies such as EPF, LHDN, SOCSO, HRDF and etc.

### **Recruitment**

1. Ensure effective recruitment and selection process to meet manpower recruitment, i.e: liaise with hiring managers and recruitment agencies for recruitment needs.
2. Actively source for suitable candidates via job portals, staff referral and recruitment agencies and assist in interview arrangements.
3. Ensure the recruitment process which includes but not limited to compensation negotiation, background screening of potential candidates to meet internal and external compliance

requirements.

4. Responsible for staff on boarding and exit process.
5. Prepare headcount and staff movement reports.
6. Participate in different recruitment drive including campus, job fair, and community or government run program.
7. Consistently update the organization chart in the HR and Payroll system.
8. Strategies recruitment based on the operation needs.
9. Monitor hiring based on the forecast and approved budget headcount.
10. Ensure cost effective in managing recruitment.

#### **Training & Development**

1. Prepare the Training Plan by review the training identified in the Performance Business Objectives (PBO), review the completion of training plan and update the training plan align to the ISO requirement.
2. Monitor training hours and training records to ensure all are complied with the Standard Operating Procedures (SOP).
3. Manage training logistics inclusive of clubhouse arrangement, food arrangement, documents preparation and attendance.
4. Work closely with the training provider on the training registration, payment and documents required for HRDF Claim purpose.
5. Manage HRDF Grant application and claim for training conducted. Prepare training report and monitor training expenses against the training budget.
6. Manage online learning, Weir Skill Port System for employee to get training online.

#### **Industrial Relations**

1. Prepare counter proposal for Collective Agreement negotiation in Year 2015 and participate in the Collective Agreement negotiation.
2. Issuance of show cause letter for any misconduct commit by an employee.
3. Prepare documents for Domestic Inquiry Process and participate in the Domestic Inquiry Session.
4. Manage and review absenteeism and sick leave reports. Work closely with respective Department Managers to handle absenteeism and sick leave issues.
5. Participate meeting with Union Worksite Committee every two months and prepare the minutes for the meeting.
6. Managing disciplinary issues address by respective managers.

#### **Compliance**

1. Participate in the Weir Group SHE Audit, ISO 90001 Audit, ISO 14000 & ISO 18000 Audit.
2. Ensure compilation of documents comply with the audit requirements, e.g: Standard Operating Procedures on the employment and training, Training Plan, Training Evaluation Form, Training Effectiveness, Medical Surveillance Procedures, HIRAC & ASPECT IMPACT documents, Travel Procedure, Canteen Management, Vendor Management and Welfare Management.
3. Reviews documents and ensure documents and all area under main office are aligned to the latest audit requirement.
4. Ensure action in the plan is completed and execute as per plan.
5. WEIR EHS Group Audit – Document Controller & Coordinator for Pillar 3.2 (Medical Surveillance), Pillar 7 (Health & Safety) & Pillar 2.2 (People & Development). Progressive score achievement from 89% (Pillar 3), 94% (Pillar 7) and 89% (Pillar2) in 2017.

#### **Welfare**

1. Identify welfare activities and prepare Yearly Welfare Plan.
2. Form a Canteen Committee to manage canteen issues, conduct canteen survey and define continuous improvement on the canteen.
3. Participate in the Sports Club Committee and involve in any event preparation e.g: Sports

Day, Dinner, Health Talk, Health Programme and etc.

### HR Reporting

1. Ensure HR administration systems are fit for purpose, maintained appropriately in line with legal and best practice requirements e.g: documentation for ISO Audit, Group Safety Audit.
2. Responsible to deliver accurate and timely information and reports,e.g: COGNOS , Labour Utilisation Hour ,HR KPI and HR Budget.
3. Perform file audits to ensure that all required employee documentations are collected and maintained.

### HR Projects

1. Actively participate in the SHE Programme, i.e: SHE Committee in Year 2015, SHE Trainer for Life Savings Behaviour Programme.
2. Improvement initiative in Safety within the Company premises by Implement Walkways Project. Sites have been identified with walkways area and project is completed in Year 2015.
3. Cost Saving Initiative. Cost savings of RM100, 000 during renewal of hospitalisation insurance in Year 2016. Outpatient medical expenses shown significantly reduce in Year 2015 after implementation of the Medical Policy with limits for Executives Team.
4. Improvement on the admission and outpatient process by using of Medical Card from Third Party Administrator.
5. Implementation of Finger Print System attendance in May 2019.
6. Improvement on the medical reimbursement through portal with no additional cost incurred.
7. Renewal of GHS, GPA and GTL with the savings of RM100k in 2019 with improvement of benefit.

Mar 2007 - Jun 2012  
(5 years 3 months )

### Senior Officer United Overseas Bank

Industry	Banking / Financial Services
Specialization	Human Resources
Role	Compensation & Benefits
Position Level	Senior Executive
Monthly Salary	MYR 3,170

Job description: -

- a) Handling matters pertaining to the Benefits & Rewards.
- b) Handling administration tasks, e.g: preparing & signing guarantee letters & general letters.
- c) Preparing annual budget for medical, annual dinner & dance, uniform & scholarship.
- d) Analysis monthly cost and preparing monthly work report for Head Of Division's monthly meeting.
- e) Attend queries pertaining to the Benefits & Rewards.
- f) Creation of Employee ID to ensure employees are able to access HRMS System.
- g) Managing HRMS System version 8.8 for Leave Module and Claim Module.
- h) Reviewing work process related to Benefits and Rewards as and when changes takes in place.
- i) Managing Security System using by the Bank ,i.e: Matrix Software for security purpose.
- j) Ensure documentations e.g: Memo & Letters are properly update as and when changes takes in place.
- k) Liaise with other external parties,i.e: vendor, hospitals, clinics and suppliers.
- l) Reviewing and preparing proposal for appointment of panel clinic/hospitals for medical benefit.
- m) Reviewing requests pertaining to the leave matters, i.e: No-Pay Leave, Advance Leave, Prolonged illness leave for further approval from Management.
- n) Understands how the Claim and Leave Module have a link with Recruitment Module which is able to affect the accuracy of data.
- o) Ensure the updating and assigning of benefits & data for employees are accurate.
- p) Ensure set-up of benefits under the system based on employees designation are properly update.
- q) Preparing User Requirement to perform testing for enhancement under Leave and Claim

Module.

- r) Understands how the Leave and Claim Module are tagging to the employee as and when staff joined the Bank.
- s) Attended and discussed with IT as and when problem occurred under Leave and Claim Module.
- t) Finish tasks given before deadline.
- u) Process Staff Credit Card application.
- v) Sending out reminder for submission and compilation of personal declarations on quarterly basis.
- w) Handling administration tasks pertaining to the Bank's scholarship e.g: announcement of the scholarship, arrangement of interview, reviewing applicant's information, preparing proposal, preparing payment and preparing agreement.

Oct 2006 - Apr 2007  
(6 months )

### **Account Clerk**

Bahari Choy and Nongchik

Industry	Law / Legal
Specialization	Finance - General/Cost Accounting
Role	Management
Position Level	Fresh / Entry Level
Monthly Salary	MYR 500

Job Description:

- a) Handle day to day transactions.
- b) Managing the firm 's account effectively
- c) Preparing invoices, cheques and made payment effectively
- d) Ensure filing completely done
- e) Preparing bank's reconciliation on monthly basis
- f) Ensure tasks given completed before the deadline

Jul 2006 - Sep 2006  
(2 months )

### **Sales Advisor**

Edaran Tan Chong Motor

Industry	Automobile / Automotive Ancillary / Vehicle
Specialization	Marketing/Business Development
Role	Marketing Executive
Position Level	Fresh / Entry Level
Monthly Salary	MYR 300

Job Description:

- a) Find market for Nissan's product
- b) Take initiative to do promotion on Nissan's product, e.g: preparing template or advertisement to ensure the product sell into the market
- c) Learn process of buying and selling car , e.g: registration process
- d) Being more practical with market strategies in order to do marketing

## **Education**

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2006

### **MARA university of Technology(Uitm)**

Bachelor's Degree in Business Studies/Administration/Management | Malaysia

Major	Finance
CGPA	3.13 / 4.0



2003

**Perlis Matriculation College**  
Higher Secondary/STPM/"A" Level/Pre-U | Malaysia

Major                      accounting  
CGPA                        3.05 / 4.0

## Skills

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Advanced                      communication skills  
Intermediate                computerised

## Languages

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

Language	Spoken	Written
Bahasa Malaysia	10	9
English	8	8

## Additional Info

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Expected Salary              MYR 13,500 (Negotiable)  
Preferred Work                Kuantan, Temerloh, Pahang  
Location

### Other Information

#### CAREER OBJECTIVE:

As a highly motivated and experienced HR Manager, I aim to leverage my expertise in talent acquisition, employee development, and organizational management to drive business growth and foster a positive and productive work environment. My goal is to align HR strategies with company objectives, enhance employee engagement, and implement effective solutions that contribute to both individual and organizational success. With a passion for optimizing HR processes and ensuring compliance with industry standards, I seek to create an inclusive workplace culture that attracts, develops, and retains top talent while ensuring legal and ethical adherence.

#### ADDITIONAL SKILLS:

- Can work with any pressure with minimum supervision
- Own driving licenses in D and possess own transport.
- Willing to serve in any state in Malaysia.
- Able to use HRMS People Soft version 8.8 software
- Able to handle project independently
- Experience is using SAP System for HR Recruitment Module

## About Me

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Gender	Female
Age	41
Perm. Address	No 34, Jalan Pulai Idaman 2/1, Taman Pulai Idaman, 28000, Temerloh, Pahang, Malaysia
Nationality	Malaysia
Permanent Resident	Malaysia

