

Contact

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Top Skills

HRB
Policies & Procedures Development
Performance and Contract Management

Languages

Bahasa Melayu (Native or Bilingual)
English (Full Professional)

Certifications

Certified Human Resource Officer - MIHRM
Certified Human Resource Manager - CMI
Certified Human Resource Manager - UiTM

Maizatul Akhma binti Ismail

Human Resource and Administration Manager @ RWNA Engineering Sdn. Bhd | Certified Human Resource Manager, Officer
Kuantan District, Pahang, Malaysia

Summary

Passionate HR & Administration professional with 19 years of experience, I thrive on taking on new challenges that drive growth and innovation. Skilled in strategic thinking, problem-solving, and people management, I enjoy navigating dynamic environments, building strong collaborations, and contributing meaningfully to organizational success. Always eager to learn, adapt, and create positive impact in every role I take on.

Experience

RWNA Engineering Sdn. Bhd
Human Resource and Administration Manager
March 2018 - Present (7 years 7 months)
Kuantan, Pahang, Malaysia

Oversee the full spectrum of Human Resource and Administration functions within the oil & gas industry, ensuring alignment between HR strategies and organizational objectives. Provide strategic support to the Operation Director and Managing Director in workforce planning, compliance, and organizational development.

Key Responsibilities:

Advise management on compliance with the Employment Act, Industrial Relations Act 1967, and other labor regulations.

Develop and implement HR policies, procedures, and organizational charts to support strategic planning.

Lead end-to-end recruitment, induction, and onboarding processes in collaboration with department heads.

Manage payroll, employee benefits, and statutory contributions (EPF, SOCSO, EIS, HRDC, IRBM).

Identify training needs, coordinate development programs, and ensure continuous employee growth.

Handle employee relations, including conflict resolution, dispute mediation, and grievance management.

Supervise licensing and regulatory requirements with relevant authorities.

Oversee exit management procedures, including resignations and terminations.

Collaborate with senior leadership to align HR initiatives with company growth and project demands.

Key Achievements:

Strengthened compliance and minimized legal risks by ensuring alignment with labor laws and regulations.

Enhanced organizational efficiency by introducing structured HR policies and systems.

Improved workforce capability through targeted training and development initiatives.

Played a pivotal role in supporting leadership with strategic workforce planning and HR decision-making.

KNM Process Systems Sdn. Bhd

Human Resources Assistant

August 2004 - February 2018 (13 years 7 months)

Kuantan, Pahang, Malaysia

Supported the HR and Administration functions for a large-scale oil & gas engineering company, ensuring smooth workforce management and compliance with company policies. Key responsibilities included:

Prepared employee timesheets and monitored daily attendance through TMS system.

Coordinated contract renewals, work permit applications, and personnel requisitions in collaboration with HQ.

Assisted in recruitment activities, including interview scheduling, participation in selection processes, and reporting outcomes.

Conducted induction programs and onboarding sessions for new hires.

Managed employee housing, transportation schedules, utilities, and office facilities.

Administered staff welfare initiatives, including monitoring cleaners, arranging accommodations, and handling tenancy agreements.

Handled general HR documentation, including resignation processing, leave monitoring, and updates to HQ.

Ensured proper stock and procurement of office stationeries and supplies.

Prepared monthly HR and administrative reports for submission to HQ.

Key Contributions:

Improved coordination between site office and HQ by standardizing reporting and communication processes.

Ensured compliance with statutory and company requirements for staff contracts, housing, and transportation.

Contributed to workforce efficiency through effective induction, scheduling, and HR support services.

Education

University Putra Malaysia

Diploma, Computer Science