





Helen Wong

HRIS MANAGER

CONTACT

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PROFILE & KEY STRENGTHS

HRIS & Digital HR Transformation professional with 7+ years of experience implementing and optimizing HR systems across APAC.

- End-to-End HRIS Expertise (Oracle, Workday, SuccessFactors, ServiceNow, Ultipro, Peoplesoft, Brass Ring).
- Proven track record in HRIS implementation, enhancement and pro optimization – from design to system go-live.
- Proven expertise in implementing Core HR, Absence, C&B (Payroll) and L&D modules.
- Strong background in Data Analytics, Integrity & Reporting.
- Regional/Group HRIS Support (up to 2,700 employees across 6 APAC countries).
- Expertise in system cutover management across multiple countries.
- Skilled in vendor and stakeholder management to align business and system requirements.
- Solid experience in implementing payroll system integrations and ensuring compliance with local regulations.
- Experienced in change management and user training to drive successful adoption.

 **CERTIFICATION**
Six Sigma Green Belt | Sept 2023

WORK EXPERIENCES

HR Project Manager

BASF Asia-Pacific Service Centre Sdn Bhd | June 2024 - June 2025

- Represents People Cluster APAC in HR digital solutions in KL hub and in global context.
- Collaborates with People Cluster community, business stakeholders and Global Product Owner teams in support of system maintenance, production environment support, project/process improvement, training and managing additional functionality in ServiceNow.
- Works with teams to configure, manage and troubleshoot technology platforms, oversee and test updates, process reports, ensure compliance with data security and privacy requirements and perform various technical support duties.
- Optimizes the design, configuration and integration of system enhancements within BASF's infrastructure
- Ensures timely communication by providing regular updates to team members, counterparts and management on project progress and key milestones.
- Supported Knowledge Management by compiling and updating the internal knowledge base in alignment with APAC country leaders and consolidating company requirements to facilitate a smooth migration to ServiceNow.

Achievements:

- Analyzed current system behavior to identify enhancement opportunities, aligning functionality with evolving business requirements, resulting in increased efficiency and user satisfaction.
- Identified reporting gaps related to security assignment access and led enhancements to improve visibility and grouping logic, enabling faster issue detection and more effective access management.
- Leveraged ServiceNow to streamline workflows and centralize knowledge management, while developing real-time dashboards to enable quick gap analysis and data-driven decision-making.

HRIS Manager

Webhelp Malaysia Sdn Bhd | Mar 2022 - May 2024

- Managed the implementation, modification and maintenance of HRIS system (Oracle and legacy) - supported workforce of over 2700 headcounts.
- Key person to drive HRIS implementation initiatives at APAC level on 6 countries; MYS, PHP, JPN, TH, SGP, CHN
- Owned execution and end-to-end maintenance of HRIS across all modules and integrated HR systems.
- Drove HRIS implementation initiatives at regional level, overseeing project planning, data migration and data repository submissions in alignment with global requirements.
- Developed and enforced HRIS policies to ensure data accuracy, system security and compliance with statutory regulations across APAC.
- Directed day-to-day HRIS operations including setup, customizations, addressing HRIS issues, managing system, upgrades, uploading the relevant information and documents and other related support
- Lead a team of 5 HRIS senior executives and supports, providing guidance and support to ensure timely and accurate data validation, system testing and user training.

Achievements:

- Led the implementation and transition from legacy systems to Oracle across 6 countries, covering key modules including Core HR, Absence, C&B (Payroll) and L&D, resulting streamlining HR processes.
- Drove system enhancements and introduced HR process automations for greater efficiency - few HR processes automation been implemented.
- Partnered with HR, IT and Finance on HRIS integrations, including finance code mapping (cost centres, department codes) for cross-country alignment.
- Established data integrity protocols, ensuring accuracy, reliability and consistency of HR data across systems.
- Acted as a key member in data mapping and harmonization during a company acquisition, aligning Oracle and Workday systems and processes across countries.
- Supported data migration for Workday during global rollout, ensuring accurate transfer and alignment of HR data.
- Strengthened compliance and system security by implementing role-based access controls (e.g., department-level and user-level permissions) on Oracle and Workday.
- Conducted periodic access reviews, maintaining adherence to global and local requirements.
- Recognized by leadership for strong system implementation expertise and stakeholder support.

Senior Executive II, Human Resources

FUJIFILM Business Innovation Sdn Bhd | June 2021 - September 2021

- Managed the employee database, including creating new profiles and maintaining updated records of staff career movements - supported 700 headcounts.
- Monitored contract employees throughout the end-to-end cycle, ensuring timely renewals and maintaining contract validity dates in the system.
- Assisted in payroll administration by providing monthly updates to the Shared Service Centre.
- Acted as the primary liaison between HR function stakeholders and system vendors.
- Created, enhanced and maintained HR reporting, supporting decision-making with accurate workforce insights.
- Stayed abreast of HR trends and best practices to recommend process improvements.

Assistant Manager, HRIS

INTI Universal Holdings Sdn Bhd | January 2020 - April 2021

Human Resource Information System

- Managed all HRIS systems, including SuccessFactors (Performance module), Ultipro, BrassRing and local payroll systems – supported 1500 headcounts.
- Provided system guidelines and support to six subsidiary companies at the group level.
- Analyzed system usage and recommended enhancements/customizations to improve efficiency.
- Supported and led the implementation and maintenance of multiple HR modules and systems.
- Ensured data maintenance and integrity of HR information group-wide.
- Acted as the primary liaison for HRIS vendors and technical counterparts.
- Led process improvements as project manager in areas such as employment changes, performance management, payroll and statutory compliance.
- Collaborated with Benefits Administration to ensure open enrollment system functionality reflected accurate policies and eligibility.
- Created and maintained HR reporting and dashboards (e.g., turnover, headcount, organization charts and key workforce metrics) for senior leadership meetings and ad-hoc requests.

Compensation and Benefits - Payroll & Statutory Consolidation

- Checked all entities payroll at group level requirement and ensure the payroll delivery that is accurate, timely and in compliance to the statutory requirements.
- Provided guidelines and support on payroll processes to six subsidiary companies.
- Managed payroll operations including uploads, payments and statutory reporting through government portals.

Audit and Compliances

- Developed and implemented a monthly HRIS audit schedule to ensure accuracy and integrity of HR data.
- Served as the primary liaison for annual HR data testing, audits and compliance reviews.
- Assisted internal and external auditors in yearly audit checks for both HR and Finance departments.
- Ensured compliance with all company policies, statutory requirements and regulatory procedures.
- Accountable for statutory administration across all INTI entities.
- Monitored legislative, regulatory and business changes impacting total rewards programs, ensuring ongoing legal compliance.

Others

- Regularly interfaced with vendors, benefit brokers and shareholders to resolve employee queries.
- Collaborated with HR functional pillars to ensure proper resource deployment and effective implementation of HR actions.
- Acted as a liaison with corporate functions (Finance, IT, Legal) and government bodies to ensure HR operations complied with internal guidelines and statutory requirements.
- Provided backup support to HR team members as needed based on business requirements.
- Assisted in salary and benefits benchmarking surveys to support compensation strategy.
- Audited invoices, reimbursement requests and reconciled benefit plan expenses to ensure accurate reporting and timely payments.
- Assisted with annual insurance renewals and supported the yearly salary, bonus and promotion cycles.

Achievements:

- Maintained payroll and statutory compliance in line with company and regulatory requirements.
- Digitized statutory processes, successfully transitioning manual processes into online systems.
- Identified and rectified payroll errors across multiple entities, reducing costs and preventing recurring issues.
- Served as a key member in the implementation of a new HRIS system, leading data migration and conducting multiple rounds of data integrity audits prior to go-live.
- Maintained the new system post go-live by resolving queries and ensuring system stability.
- Collected user feedback and proactively introduced enhancements, improving system usability.
- Automated manual reporting processes, including the design and scheduling of monthly HR reports for group-level stakeholders.
- Partnered with Finance to simplify reporting requirements, reducing manual effort and turnaround time.

HRIS Analyst

INTI Universal Holdings Sdn Bhd | April 2017 - December 2019

- Job scope has been carried out similar to latest position in INTI.

Human Resource Executive

Cardiac Vascular Sentral Kuala Lumpur | December 2016 - April 2017

- Served as one of the pioneer members in a newly established company, contributing to the setup of the HR function and assisting in the development of standard operating procedures (SOPs).
- Managed, updated and maintained new joiners' personal data in the HRIS - supported 100 headcounts.
- Handled benefits administration including insurance enrollment and company-provided benefits.
- Configured and maintained HRIS settings, including payroll and leave setup.
- Managed end-to-end payroll processing, from data input through to statutory submissions.
- Administered the end-to-end recruitment process, including pre-employment checks.
- Prepared and submitted company reports, including payroll reconciliations, finance reports, management updates and ad-hoc HR reporting.

Achievements:

- Assisted in new HRIS system, ensuring smooth configuration and adoption.
- Successfully onboarded the majority of new hires within target timeframes, improving workforce readiness.

Human Resource Officer

UOA Holdings Sdn Bhd | May 2011 - August 2015

- Managed day-to-day HR administration, including staff profile creation and full administration of foreign worker records in the HR system - supported 1000 headcounts.
- Administered the Foreign Workers Insurance Scheme (SKHPPA & FWCS) - handling registration of new hires, updates for coverage changes, de-registration, claims submission and coordination with insurers for timely payments.
- Processed end-to-end payroll for foreign workers, ensuring accuracy and timely submission.
- Generated payroll reports, finance reconciliations and ad-hoc reports for management.
- Administered foreign worker benefits, including outpatient claims and insurance coverage.
- Monitored and reconciled all payments/deductions for foreign workers (immigration charges, levies, savings, advances, personal loans, SKHPPA, etc.).
- Tracked and maintained validity of foreign worker documentation (passport and permit expiries).
- Liaised with external agents on immigration-related issues, including offboarding of foreign staff.
- Assisted in reviewing HR policies and SOPs to ensure compliance and relevance.
- Supported general HR and ad-hoc administrative matters.

Junior Human Resource Executive

DPO International Sdn Bhd | September 2009 - September 2010

- Managed day-to-day HR administration, including creation and maintenance of staff profiles in the HR system - supported 200 headcounts.
- Handled and processed end-to-end payroll in compliance with statutory requirements.
- Liaised with government bodies (Income Tax, KWSP, SOCSO) for submissions and statutory compliance.
- Prepared and submitted company reports including payroll, leave, time & attendance, finance reconciliations and ad-hoc HR reports.
- Ensured full compliance with payroll-related documentation and processes.
- Provided general office and administrative support as needed.

Human Resource Executive

Showcase Apparel Sdn Bhd | February 2008 - May 2009

- Managed day-to-day HR and administration, including creating staff profiles and maintaining employee records in the HR system - supported 200 headcounts.
- Compiled and reconciled monthly attendance data, including staff punch cards.
- Handled end-to-end payroll processing and administration, ensuring accuracy and compliance.
- Liaised with government bodies (Income Tax, KWSP, SOCSO) for statutory submissions.
- Administered employee benefits enrollment, including insurance coverage.
- Prepared and delivered company reporting, including payroll, leave, time & attendance, finance reconciliation and ad-hoc reports as required.



EDUCATIONS

- 2007 - 2008 | Segi College, Kuala Lumpur
BACHELOR OF ARTS WITH UPPER SECOND CLASS HONOURS IN BUSINESS ADMINISTRATION
- 2002 - 2005 INTI College, Subang Jaya
BACHELOR OF ARTS HONORS IN BUSINESS ADMINISTRATION
- 2000 - 2002 INTI College, Subang Jaya
BUSINESS FOUNDATION PROGRAMME
- 1999 SMK (P), Kuala Lumpur
SIJIL PELAJARAN MALAYSIA (SPM)



SKILLS & HRIS TOOLS

- **Core Competencies:** HRIS Implementation & Maintenance, Data Analytics & Reporting, Payroll Management, System Security, Audit and Compliance, HR Operations, Change Management, Vendor & Stakeholder Management, Knowledge Management.
- **HRIS Platforms:** Oracle, Workday, SuccessFactors, ServiceNow, Ultipro, Peoplesoft, Brass Ring
- **Payroll Systems:** PeopleHCM, Sage Easypay, Timesoft, Sandfil
- **Tools:** Microsoft Office (Word, Excel, PowerPoint)