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 Divorced

### Professional Summary

Nor Aina Kamaruddin brings forth an extensive and diverse background, boasting over 25 years of invaluable experience in various human resources leadership roles. Her professional journey has taken her through the corridors of esteemed multinational corporations and prominent local organizations across diverse sectors, including Banking, Finance, Insurance, Telecommunications, and Shared Services.

Aina profound understanding of Human Resources in the realm of Corporate Governance, where she has harnessed over two decades of hands-on experience, both operationally and strategically, locally and internationally. Her expertise extends to navigating the intricacies of HR matters during pivotal moments such as start-ups, mergers, acquisitions, and company disposals.

Furthermore, Aina has a track record of conceiving and implementing innovative and impactful Human Capital strategies, initiatives, and policies. Her commitment to nurturing and empowering talents, coupled with acute adaptability, has consistently driven sustainable growth and exceptional business performance.

In summary, Aina is a distinguished HR leader whose profound expertise, extensive network, and strategic vision have made her a driving force behind the success of organizations spanning multiple industries. Her relentless pursuit of excellence in Human Resources and her ability to harness talent for sustainable growth make her an invaluable asset to any team or organization fortunate enough to benefit from her guidance and leadership.

### Career Objectives

My career objective is to embark on a fulfilling journey by securing a position within a dynamic and supportive work environment where I can leverage my HR skills and knowledge to drive organizational growth and success. As I progress, I aspire to become a strategic, results-driven leader dedicated to consistently propelling any organization I am a part of to new heights of achievement.

### Career Highlights

- Exposure to diversified industries, including Telecommunications, Shared Services, Financial Institutions, Insurance, and overseas operations.
- Possess good Human Resources knowledge with more than 15 years of hands-on experience operationally and strategically, both locally and internationally.
- Knowledge in HRM for good Corporate Governance.
- Well-versed in handling HR matters in relation to start-ups, mergers, acquisitions, and disposal of companies.
- Experience in dealing with relevant Human Resources institutions and government statutory bodies, such as the Industrial Relations Department, Foreign Affairs, EPF, MDEC, Income Tax, MEF, and relevant foreign embassies

### Education Background

- Master in Human Resource Management, Open University Malaysia
- Diploma in Accountancy, University Institute of Technology Mara
- Curriculum Designer and Developer – Competency Based Training and Education (CBTE) Sepang Institute of Technology Malaysia
- Certified Trainer - Myers-Briggs Type Indicator Accreditation, Australian Psychologist Press
- HRDF Corp Train the Trainer Accredited Certificate

### **Work Experience**



September 2023 – to date



HR Consultant, Freelance Trainer

### **Trainings Conducted**

- Growth Mindset
- Interviewing Skills
- Negotiation Skills during Job Offers
- Understanding Malaysia Employment Act and Amendments
- Futuristic Career Development and Succession Planning
- Performance Management – Developing & Implementing KPI
- Performance Improvement Plans
- Competency Training Needs Analysis
- Talent Management and Succession Planning
- Human Resources for Non HR Managers

## **Key Achievements**

- Successfully implemented HRS for Malaysia, Singapore & Indonesia with cost savings of RM50k;
- Successfully changed employee medical benefits for Malaysia with a cost saving of RM40k;
- Successfully launched Rewards and Recognition programme for all the 3 countries;
- Leading HR Transformation for 3 countries;
- Being selected as Change Heroes by Allianz Partners Group;
- Successfully increased participation rate and Allianz Engagement Survey ratings for 3 countries;
- Successfully launched new medical benefits for 3 countries;
- Successfully implemented Employee Engagement Programme for all the 3 countries;
- Successfully developed, implement 3 countries' salary and benefits changes;
- Successfully implement Flexible benefits for all 3 countries; and
- Successfully led the implementation of Success Factor and other HR processes for the three countries.

## **Work Experience**



### **AWP Services Sdn. Bhd. (Allianz Partners)**

Office suite 19-17-1, Level 13, UOA Centre, No 19 Jalan Pinang, 50450 Kuala Lumpur



15 March 2021 – 24 August 2023



Head of Human Resources, Malaysia, Singapore & Indonesia

## **Key Responsibilities**

### **Strategy & People Initiatives**

- Develops and implements key HR strategic and operational programs and plans to support the Company's strategic objective;
- Leads the implementation or reviews of processes that ensure that employee remuneration, benefits, conditions, and employee programmes are efficient, effective, and linked to strategic outcomes; and
- Develops innovative solutions to address key business challenges.

### **Strategic HR Business Partnering**

- Provides quality advice, guidance, follow-through, and excellence in service to all business partners on all HR matters such as team structure, succession planning, employee relations, professional development, and HR initiatives, including dispute handling, counseling and disciplinary issues, legislation interpretation and grievances, in a professional manner in accordance with company policy and procedure; and
- Provides tactful customer service through rapport building, working with Leaders to understand areas of the business, and taking all necessary action to solve problems within the parameters of responsibility.

### **Recruitment & Selection**

- Develops recruitment framework and strategies, manages and refines recruitment policy and procedures for the organization to facilitate decision making which maximizes outcomes and spending in recruitment.
- Manages end-to-end recruitment of allocated roles, and ensures that quality candidates are sourced and that campaigns are well managed with business stakeholders.

### **Policies & Procedures**

- Streamlines the processes, procedures, and tools across the business units in scope;
- Coordinates the development and ongoing management of people policies reflecting the latest and most relevant legislation and industry best practices; and
- Assists in benchmarking and improving practices, standards, and methods to ensure all activities achieve quality standards and improve competitiveness and business profitability, and collaborates with Legal and Compliance where applicable.

### **Employee Relations**

- Provides advice to team members and management on the interpretation of agreements and other relevant legislation;
- Provides advice and mentor managers completing the performance management processes;
- Manages all escalated employee performance issues or grievances matters, maintains and applies where applicable solid knowledge of legislation changes and previous industry cases and how they may affect the Allianz Worldwide Partners business; and
- Maintains and updates agreement templates relevant to employee relations.

### **Performance Management**

- Co-ordinates the ongoing development and implementation of the Allianz Worldwide Partners Performance Management system, ensures successful roll-out and completion of the company wide annual, mid-point and year-end performance reviews and individual development plans;
- Acts and assist managers and supervisors to act as mentors in the business by providing the necessary information and support in managing performance matters including absence trends within their business in-line with company policy; and
- Leverages on HR metrics and HR reporting to assist managers to identify performance or absence trends within their department to identify relevant action plans to improve performance

**Remuneration & Benefits**

- Responsible for the development and facilitation of all incentive programs, and benefits offering remains competitive and well utilized by employees;
- Supports team in the delivery of annual remuneration benchmarking and reviews; and
- Supervises and authorizes payroll processing"

**Organizational Engagement**

- Responsible for the team's execution of the Allianz Engagement Survey in accordance with Group requirement, including all communications, reporting, focus group feedback and action planning;
- Ensures action plans are executed in accordance with the milestones; and
- Analyses the effectiveness of actions and priorities.

**Learning & Development**

- Assists Leaders and managers in the development and review of Individual Development plans for all employees;
- Establishes and manages relationships with external training providers for the provision of team members and management training;
- Develops and implements regular participant and management feedback mechanisms to facilitate provider reviews on training and learning effectiveness; and
- Responsible for the strategy, development and implementation of foundation and leadership development programs and learning pathways for leaders.

**Workplace Health & Safety**

- Manages the development, maintenance and implementation of Workplace Health & Safety systems, policies and procedures;
- Monitors, reports and provides solutions to company wide Workplace Health & Safety issues; and
- Supervises the office management activities

**Workforce Planning**

- Ensures key positions are always risk-managed to prevent skill/knowledge gaps in teams; and
- Implements appropriate strategies to assist retention in team and is adequately resourced with appropriate skills and experience

**Reporting and Administration**

- Supervises preparation of reports, submission and other correspondences relevant to Allianz Worldwide Partners management, Allianz Global HQ and Government departments;
- Oversees general administration support including management of HR records, maintenance of HRIS information and intranet information;
- Ensures correct management of the HR budget as directed by the CEO; and
- Ensure a detailed application to all reporting and administration required is completed and adhering to agreed deadlines

## **Key Achievements**

- Successfully implemented SSC HRIS (MyWave) which cost saving of RM60k (2015);
- Successfully managed to save cost for Medical benefits amount of RM150,000.00 (2015);
- Successfully received 3 months' work confirmation and Retention Bonus due to work achievements (2015);
- Developed SSC Functional Competencies (2015);
- Developed SSC Rewards & Recognition Program and Continuing Education Program (2015);
- Successfully increase Employee Engagement Survey rating from 48% in 2015 to 75% in 2016;
- Successfully planned and implemented SSC APAC Lead Programme for Team Leads and Managers (2017);
- Successfully implemented Flexible Benefits & Employees Point Programme;
- Successfully reduce attrition rate for SSC from 58% in 2013 to 18.89 in 2017;
- Performance Rating – 2015 & 2016 – Exceed Expectations
- Successfully plan, develop and implement Flexible Benefits, Employee Point Programme, HR Clinic, SSC Newsletter, Sports Week and Retention Plan (2017);
- Successfully plan, develop and implement SSC Career Development Guide and SSC Career Development Week (2017);
- Successfully Implemented Online Onboarding and Offboarding
- Regional C&B for CoE employees salary review;
- Successfully managed IT SSC employee Job Grade and Job Architecture;
- Working with Stakeholders in designing FSSC & ITSSC Organization Structure
- HR Change Management Lead for EluxONE Project;
- Successful set-up HR Shared Service (2020);
- Successfully Renovation and the Launching of Electrolux Center of Excellence Asia Pacific New Business Unit Name and Office (2018)
- Successfully Renovation and the Launching of Electrolux Information Technology Center (2019);
- Successfully Lead HR Change Management for Malaysia on TalentONE (2018/2019);
- Successfully Lead HR Accounting Services Process Migration (2017 – 2020)
- Successfully Conduct Training for all employees on – Performance Management, Hire for Potential, HR Clinic, MS PowerPoint and Employee Engagement Survey; and
- Successfully get approval from from Regional C&B for CoE employees salary review
- Successful set-up HR Shared Services

## **Work Experience**



**Electrolux Home Appliances Sdn Bhd – Center of Excellence (CoE) Asia Pacific**  
Unit T2-L8-2, Level 8, Tower 2, Jaya 33, No.3, Jalan Semangat, Seksyen 13,  
46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia



April 2015 – March 2020



Senior Manager, Human Resources & Administration / HRBP / Country HR Change Lead

## **Key Responsibilities**

- Lead CoE APAC HR Strategy People Plans;
- Drives Human Resource (HR) processes such as staffing, performance and rewards management, organizational effectiveness, employee coaching, development, and communication;
- Initiates and leads innovative HR programs, and practices to drive employee satisfaction and retention;
- Supports broad-based HR initiatives by partnering with Global / Regional HR teams to leverage best practices across the entire organization;
- Engaged with respective countries' stakeholders on CoE APAC HR people plans and migration projects;
- Lead CoE APAC HR People Budget;
- Work with regional HR on HR Shared Services set up implementation/initiatives;
- Recruit, lead, coached, and develop teams in very specialized areas including payroll, system admins, SMEs;
- Change Leader - Manage the implementation of new or process changes and provide leadership for HR Operations teams after implementation;
- Represent HR operations in prioritization activities and escalation;
- Provide feedback on services priorities to ensure regional adoption;
- Culture Steward - Build and lead a team, establish the team with a strong client focus, an environment of collaboration and enablement, effective and successful performance, and continuous improvement;
- Champion a strong continuous improvement culture to ensure deployment of scalable, simplified, and standardized processes;
- Establish a culture of accountability and measurement;
- Strengthen Electrolux's employment brand and create an employer-of-choice reputation;
- Lead operational projects and act as project sponsor role within HR Operations department initiatives; and
- Involved in CoE APAC Accounting Services Migration and Robotic Process Automation projects.

## **Key Achievements**

- Successfully lead Skim Latihan 1Malaysia for BIMB Holdings and its Group of Companies;
- Successfully lead on relocation and renovation of BIMB Holding Berhad Corporate Office;
- Successfully lead the launching of BIMB Corporate Office;
- Successfully implement BIMB Holdings HR Information system and IT Network Solutions;
- Successfully lead on BIMB Holdings Berhad AGM;
- Successfully lead BIMB Holdings Annual Report
- Successfully lead on IT Network Improvement Plan project;
- Successfully lead on BIMB Holdings Berhad Business Continuity Plan and Disaster Recovery Plan;
- Successfully obtained Board's approval on BHB operation structure;
- Established job descriptions inventory for all approved positions;
- Recruited critical positions for the company;
- Strengthened succession capability across BIMB Group of Companies;
- Successfully conducted Employee Opinion Survey;
- Successfully organized Analyst Briefing session for BIMB Holdings;
- Participate in GLCs Human Resource Council;
- Supported GMD/CEO to review and establish optimized organization structure – Redefined organization alignment and matrix reporting;
- Written Management Papers (Nomination Committee ("NAC"), Remuneration Committee ("RC") and Board papers) to be presented and submitted as and when required;
- Successfully implemented salary realignment initiative for Managers and below position as part of being competitive to market, fair and effective tools for motivation, retention and recognition.
- Successfully developed HR, IT and Admin policies and Standard Operating Procedures;
- Successfully implement Job Movement within BIMB Holdings Group of Companies;
- Obtained Satisfactory Audit Ratings; and
- Successfully GLC HR Circle – Remuneration and Recognition Structure; and
- Successfully implemented position, level and remuneration alignment initiative for BIMB Holdings employees as part of being competitive to market, fair and effective tools for motivation, retention and recognition.

## **Work Experience**



### **BIMB Holdings Berhad**

31<sup>st</sup> Floor, Menara Bank Islam, 22 Jalan Perak, 50450 Kuala Lumpur



July 2011 – April 2015



Head Corporate Services

## **Key Responsibilities**

### **Corporate Communications**

Responsibilities are developing communication strategies that are delivered through a wide variety of new, emerging, and traditional media channels.

### **Human Resources**

Responsible for all HR-related strategies in accordance with the policies and practices of the organization. Also include the ethical and social consciences of business and society and the laws, regulations, and administrative rulings of government. The role will work strategically with the management team as well as support all levels of employee populations. Also, recommend process improvement either individually or through team participation. GLCs HR Councils member and working closely with regulatory bodies. Present quarterly to BIMB Holding Board of Directors on Strategic People Plan.

### **Information Technology**

Oversee information technology strategies plan and policies.

### **Admin**

Oversee and be responsible for the entire operations and ensure that all policies and standard operating procedures on administration are in accordance with regulator's guidelines and policies.

## **Key Achievements**

- Successfully developed, implemented and launched Employee Handbook, HR Process and Procedures;
- Successfully lead change management transition of AIG Global Services employees to CTOM with no major issue- including internal staff movement;
- Successfully lead the launched of CTOM;
- Major involvement in reviewing and developing the new harmonize terms and conditions of service for CTOM Employees. Responsible to present to Steering Committee for approval;
- Project Right Start – Practice and process improvement initiative for recruitment, selection and appointment implementation in CTOM. The main objectives are to refresh and strengthen the recruitment, selection and appointment practice and processes;
- Lead Human Resource Management System for CTOM;
- Successfully managed and implement new Performance Management System;
- Successfully recruited 80 employees within the manpower planning forecast and timeframe;
- Successfully managed, developed and implemented CTOM soft skills training programme for all employees;
- Lead Team-based decision-making performance management process for CTOM and Chartis Malaysia;
- Appointed as CTOM Sports & Recreational Club (CSRC) Advisor to spearhead its Sports & Recreational activities;
- Successfully developed CTOM staff structured Career Development programme;
- Established job descriptions for all approved positions;
- Managed Travel Guard HR;
- Successfully educated all managers on Industrial Relations issues;
- Successfully lead expatriate management;
- Developed 'Performance Improvement Plan (PIP)' Framework and Guides. The new PIP program is a structured course of actions in managing poor performers for Line Managers. Successfully rolled out to all Line Managers and conducted PIP Master Class across the organization;
- Conduct Performance Management Training for all Managers and employees; and
- Successfully managing IR disciplinary issues to ensure fairness and follow within the guidelines.

## **Work Experience**



### **Chartis Technology & Operations Mgmt. (M) Sdn Bhd (CTOM)**

Technology Park Malaysia, Unit 2, Level 2, Enterprise 1, Bukit Jalil, 57000 Kuala Lumpur



2010 – 2011



HR Director

## **Key Responsibilities**

- Develop HR policies, processes, and procedures for the organization;
- Implement the HR strategic plan and ensure all people initiatives are aligned with Business Strategic Plan;
- Be a strategic business partner to the business and support the leadership team in their strategic people issues as well as supporting them in their daily HR operational issues;
- Prepare manpower requirements, assist in job analysis and the study of organizational structure;
- To ensure an effective recruitment and selection process/standards are in place and implemented to support business growth as well as leadership requirements;
- Ensure the performance management process is implemented according to prescribed standards and used as a key consideration for development and compensation management;
- Drive learning and development programs effectively – conducting TNA, identifying appropriate development programs and the delivery;
- Formulate and implement a competitive compensation & benefits structure as a key means of attracting and retaining talent;
- Lead building, implementing, and continuously improving the HR SSC, working with the team leaders in the key region locations. Define and build the core of the central HR operations team in KL securing best-in-class delivery level, speed, and impact.
- Drive talent and succession planning agenda and manage the appropriate development plan through leadership review with the Senior Management Team (SMT); and
- Develop company culture;
- Lead HR IS for Malaysia;
- Provide consultancy and advice to CEO / MD and Senior Management Team (SMT) on people, organizational, and general issues as part of ongoing coaching services; and
- Build alliances and partnership with subsidiaries and other GLCs organizations

## Key Achievements

- Successfully recruited 90 Financial and Accounting Analyst within the manpower planning forecast and timeframe;
- Successfully launched Analyst Trainee Programme;
- Successfully launched Learning Investment Recovery;
- Successful implemented Employee Referral Programme;
- Successfully implemented Retention Strategy;
- Successfully launched and obtained approval from the Regional on Language Skills Allowance;
- Successfully managed, developed and implemented Training and Development programme;
- Successfully implement IBM Employee Commitment Strategy;
- Project Right Start – practice and process improvement initiative for recruitment, selection and appointment implementation for the Financial Shared Services Centers;
- Conduct Performance Management Training for all Managers and employees in Financial Shared Services Centers;
- Successfully managed and implemented Financial Shared Services Learning Week; and
- Successfully implemented CIMA programme

## Work Experience



### IBM Malaysia Sdn Bhd

19<sup>th</sup> Floor, Plaza IBM, 8 First Avenue, Persiaran Bandar Utama, 47800 Petaling Jaya, Selangor



April 2007 - 2009



HR Partner for Financial Shared Service Center

## Key Responsibilities

- Service and Operations – provides a variety of services in support of the delivery of HR policies and processes and utilizes knowledge of HR programs to assist managers and employees;
- Generalist – works on a daily operational basis with the line management in support of business objectives and HR strategies;
- Specialist – provides subject matter expertise in specific areas of HR such as compensation, benefits, training and development, executive resources, relocation, etc.;
- Partner / Leader – responsible for the client relationship with the line management team; and
- Works with all levels of line and HR management in support of business objectives and HR strategies. This includes leading the development, delivery, and implementation of innovative HR programs, policies, and practices. Has a broad knowledge of HR functional areas, or expert knowledge of one or more functional areas. Recognizes emerging problems/issues. Counsels management on issues requiring an in-depth understanding of highly technical or broad HR management issues. May manage department(s) or lead multifunctional teams in the resolution of cross-functional R issues. Exhibits strategic vision of functional/unit mission and applies this in developing programs or leading engagements. Assumes additional responsibilities as assigned.

## Key Achievements

- Successfully developed, implemented and launched Employee Handbook, HR Process and Procedures;
- Obtained Satisfactory Audit Ratings;
- Successfully launched Scope HR Portal as HR One-Stop Center for all employees;
- Successfully managed to reduce attrition from 26% 2005 to 18% 2006;
- Successfully implemented SCOPE eMBA for employees with Cambridge University, UK;
- Conducted HR Master class and HR Clinics;
- Project Right Start – practice and process improvement initiative for recruitment, selection and appointment implementation for the Financial Shared Services Centers;
- Conduct Performance Management Training for all Managers and employees in Financial Shared Services Centers;
- Conducted talent identification process for SCOPE and work together with the respective business heads on talent identification;
- Strengthened succession capability. Provided accelerated developmental interventions and to ensure the readiness of an engaged and capable senior leadership pipeline – Successors Development Plan in place
- Successfully lead SCOPE Learning Week;
- Coach for Strength Finder;
- Successfully managed Employee Engagement programme (“KFC”);
- Successfully managed to achieve 240% increase in Standard Chartered International Shares Schemes subscription;
- Successfully managed SCOPE organizational learning plan;
- Successfully launched HR Newsletter;
- Successfully lead SCOPE HR Shared Services – HR Help desk;
- Developed and improved ‘Exit Interview’ processes for implementation in 2009 which includes policy development, process review and form enhancement;
- Lead in the comparative group and salary benchmark survey for SCOPE employees-Completed in providing the benchmark job positions and salary data for Group submission in June 2006 and to Towers Perrin;
- Completed the salary revision exercise for Global Operations Officer – Grade L5(b) for Banking Operations based on accountabilities and job complexity. Adjustment made in accordance to the salary benchmark survey as part of being competitive with market pay and retention strategy. Successfully adjusted 206 permanent staff and 22 contract staff;
- Successfully launched SCOPE rewards and recognition programme;
- Successfully lead Executive Leadership Teambuilding programme for SCOPE; and
- Successfully managed Fresh Graduates Training Programme locally and internationally.

## Work Experience



**Scope International (M) Sdn Bhd (subsidiary to Standard Chartered Plc UK)**  
L2-E-10 Enterprise 4, Technology Park Malaysia, Bukit Jalil, 57000 Kuala Lumpur



September 2005 - 2007



Head, Human Resources & Organization Learning

## Key Responsibilities

- Responsible for all HR-related strategies in accordance with the policies and practices of the organization. This also includes the ethical and social consciences of business and society and the laws, regulations, and administrative rulings of government. The role will work strategically with the management team as well as support all levels of employee populations;
- Assist the Business Head in directing and overseeing the day-to-day management of operational risks at the business level including driving and directing compliance at each Business Unit level business;
- Implement controls within the Business Unit to meet regulatory and internal requirements. In addition, drive and implement an effective risk management framework, and promote strong risk management and compliance culture;
- Partner with Business Units on operational risk matters to ensure business growth with risk management and control. Ensure proper functioning of day-to-day controls, periodic monitoring activities, timely identification and reporting of significant risks and losses, and effectiveness of risk mitigation actions; and
- Work with Group / Country Legal & Compliance and the businesses to ensure there is adequate training in Compliance. In addition, document and implement controls to ensure compliance with regulations and Group Standards.

### **Key Achievements**

- Successfully launched Management, Executive and Associate Development program;
- Successfully set-up PRUUniversity Local Campus and PRU Programs;
- Successfully conducted MBTI for Manager and above and HIPOs; and
- Successfully conducted PRUUniversity programme – PRU Management Programme, Performance Management etc.

### **Work Experience**



#### **Prudential Services Asia**

16<sup>th</sup> Floor, Menara Yayasan Tun Razak, No 200 Jalan Bukit Bintang, 55100 Kuala Lumpur



2003 – September 2005



Head of Campus

### **Key Responsibilities**

- Develop and implement a Local Campus Operational Plan that is aligned with PRUUniversity's overall strategy;
- Work closely with the Central University Office to coordinate learning needs and program development;
- Ensure regional synergies are created to support local curriculum development and local program design;
- Develop Campus Trainer/s and Instructional Designer/s to ensure effective design and delivery of programs to meet the local campus learning needs;
- Ensure that the training and development needs of the local business unit are fully met;
- Ensure that staff are equipped with the necessary knowledge and skills in order to perform expected work;
- Manage the effective delivery of, core competency and management development curriculum/programs at the Local Campus;
- Ensure the development of best practices for local delivery and learning methods;
- Ensure appropriate training evaluation and provide management with monthly reports in order to continuously improve on the delivery approach and methods to achieve higher efficiency and effectiveness;
- Manage the process of identifying and analyzing training and development needs of employees and report to the PRUUniversity on results and recommend solutions;
- Design and conduct training and development programs for employees based on identified needs and implement follow-up activities;
- Evaluate the effectiveness of training and development programs and learning initiatives;
- Train line trainers, implement training programs, and conduct classes as needed / appropriate;
- Work with internal customers to prioritize training and development activities and develop appropriate training programs;
- Make recommendations and consider both effectiveness and efficiency in selecting a delivery method and/or media and design materials;
- Ensure that all programs have met the rigorous standards that are set forth by the PRUu and recommend to the Central University Office accreditation worthiness, credit hours and diploma programs and suggested degree paths;
- Work closely with PSA management and PRUu leadership to identify improvements for training materials and the subsequent training delivery;
- Manage the revision of training materials and programs based on evaluation from developmental and pilot tests, reaction questionnaires, changing procedures and feedback from internal customers, subject matter experts, and trainers and modify existing training PRUu programs as appropriate; and
- Manage the day-to-day operation of the Local Campus including managing the Local Campus Budget.

### **Key Achievements**

- Malaysia Airlines Academy (MAA) – e-Learning Courseware Development. Project Value = RM300,000.00
  - Manage resources, project timeline, report to project steering committee and instructional design for courseware and manage development team
- Jabatan Agama Islam Selangor – Project Based Training on Multimedia Courseware Development. Training Value = RM20,000.00
  - Design, plan, manage and implement project-based training for JAIS staff on multimedia courseware development
- Competency Model
  - Design, plan, manage and implement company's competency model and develop Competency Based Training
- University Malaysia Sabah (UMS) – Project Based Training on Multimedia Courseware Development
  - Design, plan, manage and implement project-based training for UMS staff on multimedia courseware development.
  - Successfully set-up Multimedia Academy Center of Information Technology (MACIT)

### **Work Experience**



#### **Multimedia Synergy Sdn Bhd**

No. 6 Jalan Dagang SB 4/1, Seksyen 4, 43300 Seri Kembangan, Selangor Darul Ehsan



May 2003 – Oct 2003 (Contract)



Human Resource / Training Manager

### **Key Responsibilities**

- Manage Malaysian Academy of Creative Technology Sdn Bhd
- Manage Human Resources Management for the organization
- Ensure successful development of existing field leadership into roles of increasing responsibility and scope through coaching and development programs.
- Turnover & retention consulting: conduct analysis, including diagnostic visits and exit interviews; coach managers on improvement opportunities and facilitate discussion on retention strategies; introduce/test other market-specific retention programs
- Deliver training and development programs and compliance-related programs to support the personal and professional growth of our managers
- Effectively facilitating resolution of employee relations issues while coaching employees and managers to resolve future issues themselves
- Execute level workforce planning and succession planning tools
- Fully responsible for the organization's internal and external training and career development
- Designs training programmes according to the company / clients' needs and conduct training needs analysis
- Delivery training to management level personnel
- Introduce new ways of optimizing training efficiency and effectiveness, aligning training to development needs
- Project management on e-Learning and content / courseware development
- Manage, design, develop and market instructional led training programs and e-Learning courseware
- Responsible for planning and coordinating the formulation of the Training Division's yearly targets and objectives.

### **Key Achievements**

- Successfully set-up e-Perolehan Training Center; and
- Develop curriculum and conduct training for government officers on the usage of e-Perolehan system.

### **Work Experience**



**Commerce Dot Com**  
Cyberjaya



2002 – May 2003



Training Manager

### **Key Responsibilities**

- Handle Government and Supplier's e-perolehan training;
- Manage the transfer for technology between the company's vendor and the company's employees; and
- Manage the e-perolehan center

## Key Achievements

- **E-Learning**
  - Successfully managed to get approval from Celcom Board of Directors in implementing eLearning for 4500 employees worth RM10 million (Year 2000);
  - Successfully developed eLearning content on Celcom's Products and Services ;
  - Attached to Deutsche Telekom for 3 months on Computer-based training project;
  - Successfully managed, designed, and implemented e-Learning Portal (Year 2001);
  - Sales and Market e-Learning Courseware to e-Village worth RM150,000.00;
  - Signing Ceremony between Smart Force and Celcom (M) Sdn Bhd (Year 2001) - Signed contract value RM10 million;
  - Successfully obtained approval from Board on the Main sponsor for e-Learning Conference 2001 - Sponsor Value is RM300,000.00;
  - Successfully obtained 1<sup>st</sup> e-Learning Programme Approved by Human Resources Development Funds (2001); and
  - Successfully implemented e-Learning modules for Celcom Employees (2000 – 2001), 30% - 40% reduction of training cost with external training providers
- Successfully managed to get approval from Celcom Board of Directors in sponsoring IUM students for 5 years' worth RM5 million during the IUM Gombak campus launch;
- Successfully managed and implemented Distance Learning via Internet – Bachelor of Computer Science (Joint Collaboration between Celcom (M) Sdn. Bhd. and University Putra Malaysia (Year 1994), Project Value = RM800,000.00;
- Successfully managed to sell e-Learning modules to e-Village worth RM250,000;
- Successfully managed to sell e-Learning modules to Kementerian Perumahan dan Kerajaan Tempatan worth RM3500;
- Managed Celcom Academy Virtual Enterprise ("CAVE Project");
- Involved in Celcom Competency Model and Balanced Scorecard Project; and
- Successfully developed and conducted IT Application Training program for Celcom employees.

## Work Experience



### **Celcom (M) Sdn Bhd (1990 – April 2002)**



Celcom Academy (October 2001 – April 2002)  
No. 2 Jalan 5/89A, off Jalan Sekilau Kompleks Amber  
56000 Cheras, Kuala Lumpur



Manager / Head of Learning and Knowledge Management



Celcom Multimedia (2001)



Head of e-Learning



Celcom Academy (June 2000 – January 2001)



Acting Head of Academy



Celcom Academy (1993 – June 2000)



Head of Section, Technology Based Training

## Key Responsibilities

- **General**
  - Provide support to subordinate in their job and development growth by carefully plan their training and development program and ensuring their plan will be met;
  - Ensure that subordinates meet the goals set and job standard assigned to them through coaching and counseling activities by providing inputs and guidance respectively;
  - Identify, plan, budget, monitor and manage department's budget;
  - Maintains a commitment to the company vision and the "spirit" of the organization; and
  - Communicates clearly and directly with subordinates concerning performance expectations, productivity and accountability.
- **Training Programs**
  - Researches, designs, develop, evaluates and reviews training program and materials based on organizational and employee needs;
  - Designs, develops and prepares curriculums and course outlines; and selects or develops instructional methods, training aids, manuals and other materials as needed;
  - Formulates and develops plans, procedures and programs to meet specific training needs;
  - Prepares reports for management on training budgets and outcomes;
  - Formulating policies and procedures for training programs;
  - Manage training and education programs, services and activities;
  - Solves training problems and ensuring the effective utilization of technology training methods and techniques and promotes the use of training services;
  - Manage and maintain a working knowledge of CIT, its resources and functions;
  - Identify appropriate instructional methods for training and education;
  - Use questionnaires and surveys in consultation with managers and staff to analyze training needs. This is done to make sure that the analysis is based on an understanding of the objectives and goals of the organization and work area;
  - Develop training resources. This may involve preparing notes and visual displays from researched information or their own knowledge;
  - Obtain information on work related external courses, prepare reports on their suitability and make recommendations;
  - Provide career development and coaching sessions for existing staff; and
  - Manage customization content development.

- **Implement Internal e-Learning Services**
  - Project Manager for e-Learning;
  - Manage technology learning tools and content;
  - Constantly upgrade and update the e-Learning services innovatively by meeting with internal and external parties;
  - Consulting with various departments within the company;
  - Plan, implement and manage e-Learning portal; and
  - Identify and recommend content provider / business partner for e-Learning portal.
  
- **Project Management**
  - Develop and monitor project plan including success criteria, program administration and program marketing;
  - Ensuring documentation for the respective projects are completed and up-to date;
  - Project Manager for Celcom Academy Virtual Enterprise;
  - Core team member for Balance Scorecard;
  - Core team member for Six Sigma;
  - Core team member for Branding and Service Culture; and
  - Project Manager for Knowledge Management.



1990 – 1993



Programmer, IT Division

**Key Responsibilities**

- Conduct requirement analysis on application pertaining to PC environment such as usage of Local Areas Network, Database, Word Processing and other PC Software;
- Conduct report on feasibility study pertaining to PC hardware and software LAN / WAN requisition;
- Evaluate PC hardware and software requisition;
- Develop and implement PC based application for users;
- Conduct PC training for users covering areas such as PC exposure, intermediate usage, specialized software and general training;
- Identify new PC based product available in the market that is useful for the organization;
- Design, develop and implement Office Automation for users; and
- Advice and assist end-user on matter pertaining to computerization