

# Amos Phua

## HR ADVISOR

### CONTACT

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### SKILLS

In my current role, I consistently deliver high-quality service by promptly addressing and resolving inquiries from both IAG employees and external contacts. I provide authoritative initial guidance on matters such as IAG's Enterprise Agreement and People Policies, ensuring that employees receive accurate and helpful support, maintaining compliance with company policies, and fostering positive relationships within the organization.

I am also experienced in stakeholder management and partnership skills.

Proficient in multiple HR platforms such as SAP, Workday, Peoplesoft, Oracle, ServiceNow and Ascender

### EDUCATION

**Bachelor of Mass Communication (Hons)**

**SEGI University**

2013-2016

Mass Communication degree specializing in Public Relations

### LANGUAGES

- English
- Malay
- Chinese

### PROFILE

HR specialist with over 5 years in Global Mobility and HR services. Skilled in expatriate transfers across Asia and the Gulf. Proficient in SAP, Success Factors, Workday, PeopleSoft, Oracle, ServiceNow, and Ascender. Strong in stakeholder management, fostering relationships with internal and external partners. Known for delivering excellent service and effectively solving HR problems.

### WORK EXPERIENCE

#### HR Advisor - People Services

Insurance Australia Group (IAG)

2023-Present

- Provided consistent service level standards by promptly responding to and resolving inquiries from both IAG employees and external contacts through various communication channels, including HR cases, and chat functions.
- Provided reliable, timely, and authoritative initial guidance to all IAG employees and external contacts, including those related to IAG's Enterprise Agreement and People Policies.
- Actively contributed to team activities, driving success and solutions for the entire team and the People & Culture (P&C) department.
- Maintained strict compliance with relevant IAG people policies and external laws and regulations, ensuring that all actions and interactions were aligned with legal and organizational standards, safeguarding the integrity of the organization.

#### Global Mobility Specialist - Asia and Gulf

Sanofi Aventis

2021-2023

- Manage processes of International Permanent Transfer (IPT) and Local Foreign Hire (LFH) processes for the Asia region (Thailand, Malaysia, Singapore, Indonesia, Philippines, Vietnam, UAE and Saudi Arabia), from Onboarding, Offboarding, Relocation and Immigration (work permit management).
- Managed external vendors for the company and ensuring standards of operation standards are met, including billing and PO payments.
- Managed mass movement of visa transfers in Dubai where our project successfully transferred 180 employees in Dubai to a new legal entity.
- Ensuring all Internal Control framework for are fulfilled, and in compliance with all local rules, regulation including local country's legal regulation.
- Subject Matter Expert for immigration processes for Asia countries.

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## Global Mobility Consultant

SIRVA Relocation

2019-2020

- Manage end-to-end expatriate transfer including policy administration, local destination services and reimbursements for multiple clients in the APAC region.
- Achieved 100% Global Survey Satisfaction in 2019.
- Managed up to 25 active repatriation moves simultaneously throughout different time zones including Europe, Asia Pacific and The Americas.
- Conduct conversations with customers and stakeholders accordingly by tailor made conversations after carrying out the necessary background checks.
- Generate reports and analysis for operational dashboard. I.e., Payments tracking report, supplier management report and headcount analysis.
- Worked with suppliers from different countries to resolve issues, improve operations and provide exceptional customer service.

## HR Associate - Employee Lifecycle Management

DHL Asia Pacific Shared Services

2018-2019

- Managed data in HR systems for various DHL entities within the Asia region with Oracle, SAP, Ascender, Workday and Peoplesoft.
- Generate and provide monthly reports to the Business Partners and Finance.
- Resolving employee and client requests and provide consultations on an ad-hoc basis.
- Managed multiple high profile entities and 90% of DHL's Malaysia and Singapore branches with a headcount of 2,500 DHL employees cumulatively.
- Collaborated with shareholders in Singapore to build and implement effective HR reporting processes.
- Assisted in coaching a new hire and provided them with sufficient guidance and feedback.

## HR Advisor - International Mobility

Shell

2017-2018

- Manage end-to-end transfer process for Shell expatriates from one Shell entity to another with full knowledge of Shell Policies for different expatriation scenarios.
  - Achieved 9 months of consecutive 100% International Transfer Survey (ITS) satisfaction in 2017 - 2018.
  - Collaborate with Subject Matter Experts to resolve intricate issues or exception requests during the relocation process as circumstances might differ from one case to another.
  - Execute local HR processes in line with the existing International Mobility Policies and procedures.
  - Fostered a strong partnership with our tax service provider (PwC) to achieve full compliance with local taxations
  - Simplification and elimination of wastes – partner with 3rd party service vendors to deliver process efficiency by identifying best ways of working saving approximately 10% of advisor's daily task.
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