

A m o s P h u a

HR ADVISOR

CONTACT PROFILE

HR specialist with over 5 years in Global Mobility and HR services. Skilled in

[REDACTED PHONE NO]

expatriate transfers across [REDACTED ADDRESS] and the [REDACTED ADDRESS].

Proficient in [REDACTED ADDRESS], Success Factors,

Workday, PeopleSoft, Oracle, ServiceNow, and Ascender. Strong in stakeholder

[REDACTED EMAIL]

management, fostering relationships with internal and external partners. Known for delivering excellent service and effectively solving HR problems.

[REDACTED ADDRESS]/19,

[REDACTED ADDRESS], 47810, [REDACTED ADDRESS].

SKILLS WORK EXPERIENCE

In my current role, I consistently deliver

high-quality service by promptly

HR Advisor - People Services

addressing and resolving inquiries from

both IAG employees and external

contacts. I provide authoritative initial Insurance Australia Group (IAG) 2023-Present guidance on matters such as IAG's

Enterprise Agreement and People Provided consistent service level standards by promptly responding to and

Policies, ensuring that employees receive resolving inquiries from both IAG employees and external contacts through

accurate and helpful support, maintaining various communication channels, including HR cases, and chat functions.

compliance with company policies, and Provided reliable, timely, and authoritative initial guidance to all IAG employees
fostering positive relationships within the and external contacts, including those related to IAG's Enterprise Agreement and
organization. People Policies.

Actively contributed to team activities, driving success and solutions for the

I am also experienced in stakeholder entire team and the People & Culture (P&C) department.

management and partnership skills. Maintained strict compliance with relevant IAG people policies and external laws

and regulations, ensuring that all actions and interactions were aligned with

Proficient in multiple HR platforms such

legal and organizational standards, safeguarding the integrity of the

as SAP, Workday, Peoplesoft, Oracle,

organization.

ServiceNow and Ascender

Global Mobility Specialist - Asia and [REDACTED ADDRESS]

EDUCATION

Sanofi Aventis 2021-2023

Bachelor of Mass Communication (Hons)

Manage processes of International Permanent Transfer (IPT) and Local Foreign

SEGI University Hire (LFH) processes for the [REDACTED ADDRESS] region ([REDACTED ADDRESS], [REDACTED ADDRESS], [REDACTED ADDRESS],

[REDACTED ADDRESS], [REDACTED ADDRESS], [REDACTED ADDRESS], [REDACTED ADDRESS] and [REDACTED ADDRESS]), from [REDACTED ADDRESS],

2013-2016

Offboarding, Relocation and Immigration (work permit management).

Mass Communication degree specializing Managed external vendors for the company and ensuring standards of in Public Relations operation standards are met, including billing and PO payments. Managed mass movement of visa transfers in [REDACTED ADDRESS] where our project successfully transferred 180 employees in [REDACTED ADDRESS] to a new legal entity.

Ensuring all Internal Control framework for are fulfilled, and in compliance with LANGUAGES all local rules, regulation including local country's legal regulation. Subject Matter Expert for immigration processes for [REDACTED ADDRESS] countries.

English

Malay

Chinese

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 [REDACTED ADDRESS], [REDACTED ADDRESS] and The [REDACTED ADDRESS].

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 [REDACTED ADDRESS] 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 [REDACTED ADDRESS] and [REDACTED ADDRESS]

branches with a headcount of 2,500 DHL employees cumulatively.

Collaborated with shareholders in [REDACTED ADDRESS] 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

2017-2018

Shell

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.