



## SESKIA BALFAS

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### HUMAN RESOURCES GENERALIST

Human Resources Professional offering over 18 years of experience, leading learning and organizational development and human resources initiatives linking human capital to strategic business results.

- **Strategic Business Partner :**  
Managed strategic communication plan to respective departments in the organization, evaluated available talent to cater the evolvement of the organization, career development and career movement which fit the business growth and partnering in handling employee relations.
- **Talent & Succession Planning :**  
Managed strategic planning of talent management process within organization and ensure the implementation of the process so as to identify the successors for critical positions. As the following action, being the accelerator in successor development areas identification and follow through process.
- **Performance Management:**  
Lead annual performance management processes including training of all people managers and employees; socialized the Performance Management principle in setting up the stretch KPI on annual basis, monitoring the KPI/performance, managed the identified action plans for to talent and low performers and ensure complete documentation and follow through.

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### HR SKILLS

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*Recruitment & Retention*  
*Staff Rewards review*  
*HR Policies & Procedures*  
*HR Shares Service*

*Employee Relations*  
*Performance Management*  
*Organization Development*  
*Payroll*  
*Employee Engagement*

*Orientation & On-Boarding*  
*Learning & Development*  
*HR Business Partner*  
*HR Operational Risk Reviewer*  
*Talent Management & Succession Planning*

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### PROFESSIONAL EXPERIENCE

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**PUTERA SAMPOERNA FOUNDATION - Jakarta, Indonesia** Dec 2011 – Present

**Current Position : Director of HR, GA & Cultural Development Unit**

**Acting Vice Rector Academic (Sampoerna University)**

**Key Results:**

- ◆ Revamped 100% of the Policies and Procedures in the organization within 1.5 years and socialized the implementations to all employees.
- ◆ Revamped the Company Regulation (“Peraturan Perusahaan”) by adding more emphasis on disciplinary actions
- ◆ Developed core competencies training roadmap for critical positions
- ◆ Develop and implemented the Talent Management program and Succession planning
- ◆ Promote a recognition culture by introducing “Hall of Fame” board” and “You Did It” recognition system via PSF Intranet
- ◆ Champion and promotor on the launching of The Sampoerna Way - corporate
- ◆ Formed and be the chief advisor of PSF Club; employees body who drives the employee’s activities to developed teamwork and employee’s engagement
- ◆ Actively promotes and trained line manager on Performance Management and implement the performance differentiation methodology
- ◆ Successfully transform employee database from Sunfish to Oracle system within 6 months including the payroll outsourcing
- ◆ Be a strategic partner of PSF transformation from social business to commercial
- ◆ Co-lead the fit out project for K-12 and Sampoerna University new Campuses (13,000 sqm) which is divided in 2 locations
- ◆ Managing a diversified employee’s background; 423 permanent employees
- ◆ Become one of the member of University Council representing Putera Sampoerna Foundation



**PT BANK DBS INDONESIA — Jakarta, Indonesia**

**Last Position Held: Deputy Head of HR/ Senior Business HR**

June 2005 – November 2011

**History of Responsibilities:**

January – November 2011	:	Deputy Head of HR / Sr Business HR
April – December 2010	:	Sr Business HR Support Unit, Organization Development & UORM
January – April 2010	:	Sr Business HR CBG , Organization Development & HRSS
May – December 2009	:	Business HR CBG, Learning & Development, Organization Development & HRSS
January – May 2009	:	Business HR CBG, Organization Development & UORM
January – December 2008	:	Learning & Development, Organization Development & UORM
June 2005 – Dec 2007	:	Learning & Development & Organization Development

**Key Results:**

- ◆ Designed the DBSI Academy program and successfully launched 6 batches (57 academics). A program in developing fresh graduates from reputable universities to be a successor of Head of Department.
- ◆ Designed the TRM Academy program and successfully launched 3 batches (40 academics). A program to develop fresh graduates to be the sales force in Consumer Banking Department.
- ◆ Created and launched Core Competencies development road map, Training calendar and Training policies.

- ◆ Fostered culture building activities which includes quotes of the week, team building inter and in department, Ramadan activities, movie nights, company anniversary events, staff parties and other company's activities.
- ◆ Developed approximately 100 people managers by delivering Regional program - Managing People the DBS Way and Performance Management workshop
- ◆ Negotiated approximately 50 salary offers for strategic hires in annual basis and approx. 150 mass recruitment in Consumer Banking Group.
- ◆ Negotiated with approximately 8 under performance staff in Performance Improvement Plan program on an annual basis.
- ◆ Established Human Resources guidance for easy reference in Consumer Banking Group
- ◆ Created and monitored "We Hear You corner"; a link through intranet for management to hear inputs from staff. Conducted the Focus Group Discussion following this initiative and formulate the respond and monitor the follow up by management.
- ◆ Lead the enhancement of staff handbook, HR Policy and Procedures and HR site in local intranet.
- ◆ Negotiate the extension of company's Peraturan Perusahaan and work with representative of the union to have this approved by Manpower Department.
- ◆ Played a key role in establishing mapping of all payroll component in the bank's General Ledger



**HSBC. — Jakarta , Indonesia**

**Position Held: Assistant Manager – Learning & Development**

January 2000 – May 2005

***Key Results:***

- ◆ Developed company's first Service Quality workshop and trained more than 250 staff all across the bank on Service Quality standard.
- ◆ Customized all group's Sales and Service modules into Indonesian situation i.e Basic Selling Skills, Advanced Selling skills, Telemarketing Skills, Referral Skills, Direct Selling Skills, CSR – Applied Selling Skills, Coaching Skills, Managing Dissatisfied Customer, Investment Selling Skills and Spotting Investment Opportunities.
- ◆ Trained approximately 500 permanent sales staff (Relationship Managers, Relationship Managers, Telemarketing, call centres, Customer Service, Cash Management sales team, tellers etc)
- ◆ Trained approximately 1000 Marketing Agent on Product Knowledge, Service skills, Selling techniques and compliance guidelines.
- ◆ Designed a tailor made Professional Presentation Skills for 10 Payment & Cash Management team
- ◆ Developed the sales tools (Product Knowledge guide, Sales Training Videos) for Personal Financial Services team
- ◆ Co-coach and monitor the performance result of PMO team

**PT EFICORP SEKURITAS (TEXMACO GROUP) — Jakarta , Indonesia**

**Position Held: Assistant Head Institutional Sales**

December 1996 – December 1999

**BANK UNIVERSAL — Jakarta , Indonesia**

**Position Held: Customer Service Representative**

April 1996 – December 1996

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## EDUCATION & CERTIFICATIONS

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**TRISAKTI UNIVERSITY – FACULTY OF TECHNIC, S1 Civil Engineering , 1996**



**UNIVERSITAS INDONESIA, MAGISTER MANAGEMENT – HRD , S2 MM, 2014 (Cum Laude)**



**CERTIFICATION OF RISK MANAGEMENT , BSMR Level 2**



**CERTIFIED COACH PROFESSIONAL (CCP), 2015**

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## TRAINING & PROJECTS

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### **Stretch Projects**

- ◆ Country Strategic 2010
- ◆ DBSI – Challenges 2009

### **Trainings attended:**

- ◆ The Art & Science of Coaching Module 1 & 2 (2015)
- ◆ Introduction - Handling Media (2013)
- ◆ Leadership Seminar : What gets you here won't get you there (INSEAD Singapore – 2010)
- ◆ Dave Ulrich Leadership (Omega Jakarta – 2010)
- ◆ Strength Finder Champion (Gallup Singapore – 2010)
- ◆ Job Analysis & Job Evaluation (Hay Consultant Jakarta – 2010)
- ◆ Return on Investment Training (Logan Wise Singapore – 2008)
- ◆ Talent Management & Succession Planning (Marcus Evan Singapore – 2008)
- ◆ Dynamic & Innovation (ESSN Jakarta – 2008)
- ◆ Career Development for Managers (Work Life Asia Jakarta – 2007)
- ◆ Accounting for Non Accounting Manager (President University Jakarta – 2006)