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| **Fernandi Mahendrasusila**  **C:\Documents and Settings\fernandi\My Documents\My Pictures\Pepe.jpg**  **Linkedin:**  <https://id.linkedin.com/in/fernandi-mahendrasusila>  **Home address**  Permata Depok Regency  Cluster Ruby, Blok D 10 / No. 5  Depok - 16431  Phone: 62-21-77216435  Mobile: 6281908180817  Email:  [mahendrasusila@gmail.com](mailto:mahendrasusila@gmail.com)  **Personal Data**  **Place/Date of Birth:**  Sukabumi, 15 February 1976  **Marital Status:**  Married with two children  **Religion:**  Christian  **Education**  Bachelor of Law, Major in Civil Law  University of Pakuan  Bogor, Indonesia on 1998 | **Objective**  To obtain a challenging and bigger role & responsibilities that enable further development of analytical, managerial and interpersonal skills in achieving Company’s and personal goals  **Summary of Experience**  Acknowledged as talent and become member of Organization Accelerated Development Program for the last 3 years with over 9 years of experience in industrial relations, reward management, human resources management and customer services area.    Following is a summary of selected experiences:   * Industrial Relations : Develop Policy and Procedures, include the Company Regulation; Manage industrial dispute across the company (regional and head quarter) * Employee Relations: Design and implement employee activities program; Establish and maintain employee engagement; Develop Internal communication and campaign. * Reward Management: Manage and establish the operational excellence of employee’s compensation and benefit * Business Process Improvement: Involve in automation project of HR processes * Brand Activation: Design and implement below the line (BTL) campaign activities both in region and headquarter * Customer Services : Team Leader and supervise more than 100 contact center representative in handling external customer through 818 (call center)   **Employment Record**  **January 2016 – present**, PT XL Planet (known as elevenia), Jakarta as GM Human Resources & General Affairs  **June 2000 – December 2015**, PT XL Axiata, Tbk. (previously known as PT Excelcomindo Pratama, Tbk), Jakarta   * January 2015 – present, Manager Brand Activation * February 2006 – August 2012 and September 2013 – December 2014, Manager Employee Relations * September 2012 – August 2013, Manager Reward & Performance Management * June 2003 – January 2006, Industrial Relations Officer * June 2000 – May 2003, Contact Center Team Leader   **Sept 1999 – May 2000**, NGO LPBH Forum Adil Sejahtera  Last position : Paralegal, Labor Division  **Key Accomplishments**  ***PT XL Planet*** *(known as* elevenia*)*   * **General Manager - Human Resources & General Affairs**   + Develops and establishing human resources objectives in line with organizational objectives.   + Implements human resources strategies by establishing department accountabilities, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations and retention.   + Manages human resources operations by recruiting, selecting, orienting, training, coaching, counseling, and disciplining staff; planning, monitoring, appraising, and reviewing staff job contributions; maintaining compensation; determining production, productivity, quality, and customer-service strategies; designing systems; accumulating resources; resolving problems; implementing change.   + Develops human resources operations financial strategies.   + Supports management by providing human resources advice, counsel, and decisions; analyzing information and applications.   + Guides management and employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines; communicating and enforcing organization values.   + Complies with national and/or local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions.   + Manages general affairs operations which include procurement and facility management.   ***PT XL Axiata Tbk.*** *(previously known as PT Excelcomindo Pratama, Tbk)*   * **Manager Brand Activation**   Manage and control brand building/campaign as well as brand development through below the line (BTL) area to increase company revenue and consumer’s awareness, by:   * Develop BTL Marketing Strategy & Implementing to create brand awareness. * Develop success metrics of BTL campaign to ensure the level of achievement. * Control and make comparison benchmark (with competitor or similar BTL) on the activity based on BTL report to evaluate amount of event’s visitors * Monitor BTL agencies (TV, EO, Radio) and related parties to ensure compliance of implementation. * Plan and control A&P (Advertising and Promotion) spending on BTL Brand Building/Campaign to ensure budget effectiveness & efficient. * Monitors all event activities from preparation to event implementation to ensure program effectiveness * Develop creative concept and development accordingly to creative brief * **Manager Employee Relations**   Manage all aspects of employee relations to establish a conducive working environment and employee engagement toward achieving high productivity and effective retention of critical talents, to contribute to company’s business success, by:   * + Develop policies and procedures related to industrial relations issues, such as disciplinary and disciplinary action, whistle blowing, employee termination, industrial relation dispute settlement, etc., include develop Company Regulations and Code of Business Ethics   + Conducting investigation and respond to governmental agency inquiries to ensure compliance with all state and federal regulations including responding to legal charges and hearings, unemployment hearings, HR audit, etc   + Conducting exit interviews, analysis of the result and make recommendations to management for corrective action and/or continuous improvement   + Manage industrial dispute across the company (regional and head quarter)   + Develop and implement Employee Satisfaction Survey to ensure the conducive working environment within the company   + Develop and implement employee activities program to support company vision, mission and values, such as Corporate Culture Internalization, Employee Clubs and Family Gathering   + Develop Internal Communication media such as announcement related to HR programs and corporate initiatives/events * **Manager Reward & Performance Management**   Manage the overall company compensation, benefits, reward, and retention programs for employees to contribute to the company success in retaining long-term commitments of high performers, including the development of viable and competitive salary & benefits programs commensurate with company’s targeted market positioning and also the implementation of compensation & benefits programs.   * **Industrial Relations Officer** * Provides coaching/counseling for employees and supervisors to ensure compliance with company policies/practices, while adhering to federal and state employment laws. * Provides advice and counsel to employees and management, include conduct investigations. * Maintain good relations with labor union through Labor Management Councils. * Identify, design and implement employee relations programs.      * **Customer Services (Contact Center)** * Provide solutions for every escalated customer’s inquiry or complain from call center representatives * Maintain the service level and monitor the quality of service delivered by call center representatives * Provide coaching and counseling for direct subordinate * Develop workforce scheduling   ***LPBH Forum Adil Sejahtera* (**an NGO **)**  **Paralegal – Labor Division**   * Provide advice and counsel to laborer in every labor issues/cases * Design and conduct seminar or training for labourer * Provide advocacy for laborer in any dispute settlement process * Provide analysis from third party perspective on every manpower regulations   ***Special Projects in PT XL Axiata, Tbk:***   * Manage Service Projects (IT) (2013 – 2014) * Manage Service Projects (Digital Services – XL Planet) (2013) * XL Business Center Project (2012) * Manage Service Projects (Network Function – FOP & NOC) (2011 – 2012) * Intentional Customer Experience (ICE) Initiatives (2009 – 2010) * Employee Branding Project (2008) * Manage Service Projects (Customer Service Dept) (2008) * Corporate Culture and Values (2007 - now) * Regionalization Project Phase II (2007 - 2008) * Employee Engagement Survey (2010, 2011, 2013) * Employee Satisfaction Survey (2010) * Employee & Family Gathering (2003 - 2013) * Company Regulations (2003, 2005, 2007) * Code of Business Ethics (2005)   **Selected Traning(s) & Seminar(s) for Competencies & Skills Enhancement:**   * **Fraud Examiner** by ACFE - US * **SCQuARE** by SCQUARE International - SE Asia Representative * **PowerPM Project Management** by Project Management Institute, Malaysia * **Human Resource Management** by Prasetya Mulya Institute, Jakarta * **Think On Your Feet** by Business First, Jakarta * **Employee Engagement During Difficult Time**, presented by Dr. Paul J. Davis from Corporate Excellence International * A wide range of trainings and seminars cover various areas in Industrial Relations include **Train the Trainers on Labor Management Councils** by ILO * **Achievement Motivation Training**, conducted by Dale Carnegie Training * **Personal Effectiveness Training Program**, conducted by Prof. Dr. Sarlito W. Sarwono, psi * **Coaching and Counseling**, conducted by Dimension Learning International * **Gender for Lawyer**, conducted by LBH-APIK |