



Jane Chung

HR Manager at CTC Global Sdn Bhd (Formerly known as CSC ESI S/B)

(+60) 0176801083 | sukeechung@yahoo.com | 32 years old | PUCHONG, Selangor

Experience	10 years
Previous	Human Resource Business Partner CSC Malaysia Sdn Bhd
Education	Inti College Malaysia Bach Degree, Computer Science/ IT (2004)
Nationality	Malaysia

Experience

Jun 2013 - Apr 2014
(10 months)

HR Manager

CTC Global Sdn Bhd (Formerly known as CSC ESI S/B) | Selangor, Malaysia

Monthly Salary MYR 7,507

My main job scopes include of recruitment, vendor management, payroll management, employee engagement, staff disciplinary issue, work on initiatives and staff administration.

Partnering with Head of Tower on salary compensation for existing and new employee up to market benchmark. Understand business needs, participation in annual performance review and annual budget.

1) Recruitment - Manage new sign-up recruitment vendors on recruitment process, assessments. - Interviewing internal candidate for vacant position based on Lominger Questionnaires.

2) Vendor Management - Audit on vendors' reports, billing, KPI.

3) Payroll Management - Monthly payroll - 2 cycles.

4) Employee Engagement - Staff engagement session twice every 2 months with management.

5) Industry Relation - Show cause, warning.

6) HR Initiatives - Work on operational guidelines for operation easy reference and visibility of company procedures and practice.

7) Staff on-boarding - Conduct induction program to new hired. - Ensure new hired tools are ready (e.g. email, laptop, access card etc)

8) Staff off-boarding - Advice on staff resignation notice, leave, short notice, exit interview etc.

9) Staff Administration - Administer on staff benefits.

10) Achievement – Complete salary survey for whole company with Mercer.
Successfully migrated entire employee's data into new payroll system while maintaining the database integrity.

Dec 2011 - May 2013
(1 year 5 months)

Human Resource Business Partner

CSC Malaysia Sdn Bhd

Monthly Salary MYR 6,800

CSC Malaysia Sdn Bhd is one of Malaysia's leading IT service providers with the support of more than 1,300 employees.

Since their inception in 1971, CSC Malaysia has been providing quality-assured, end-to-end integrated IT solutions and services to enterprises in the commercial and government sectors through a strategic network of 27 offices located in major cities and towns in Malaysia.

My main job scopes include of recruitment, vendor management, payroll management, employee engagement, staff disciplinary issue, work on initiatives and staff administration.

1) Recruitment

- Manage new sign-up recruitment vendors on recruitment process, assessments.
- Interviewing internal candidate for vacant position based on Lominger Questionnaires.

2) Vendor Management

- Audit on vendors' reports, billing, KPI.

3) Payroll Management

- Key in staff movement into SAP system.
- Calculate on staff benefits payout and deductions.

4) Employee Engagement

- Staff engagement session twice every 2 months with management.

5) Industry Relation

- Show cause, warning, Domestic Inquiry.

6) HR Initiatives

- Work on operational guidelines for operation easy reference and visibility of company procedures and practice.

7) Staff on-boarding

- Conduct weekly induction program to new hired.
- Ensure new hired tools are ready (e.g. email, laptop, access card etc)

8) Staff off-boarding

- Advice on staff resignation notice, leave, short notice etc.
- Exit interview management.

9) Staff Administration

- Administer on staff benefits.

10) Achievement

- Initiate audit management on vendor billing.
- Highlight hidden clauses in existing vendor contract with management.
- Setup meeting to rectify overpayment to staff issue with vendor.

Jul 2011 - Nov 2011
(4 months)

Human Resource Manager

atQuest Solution Sdn Bhd
Monthly Salary MYR 4,500

atQuest is an award winning consulting, technology, solution and outsourcing company committed to delivering the best practice solutions and services through cutting-edge technology along with unique consulting approach. My employment with atQuest Solution was starting from July 2011 till present as HR & Admin Manager managing 2 HR executive, main job scope include of recruitment, review company policy, training administration, recruitment drive.

Achievement: Implementation and enforced company policies and rules on different aspects of staff's compensation, benefits, wellbeing, discipline, working environment etc

Jan 2011 - Apr 2011
(3 months)

Senior HR Executive

AS Online Sdn Bhd
Monthly Salary MYR 3,800

AS Online Sdn Bhd, an online gaming company which develop online games, and target customers are from cyber café and home Internet users. My employment with AS Online was from Jan 2011- April 2011 as Senior HR Executive, main job scopes include of recruitment, monthly payroll process; prepare monthly reports for management review and administration.

1) Recruitment:

- Work with HOD on headcount request.
- Prepare Job Description for vacancy.
- Liaise with media on package and availability of schedule.
- Shortlist candidate for hiring manager screening.
- Arrange interview for potential candidate.
- Record status for all candidates.

- Proceed to get approval from management to extend offer to successful candidates.
- Update recruitment report.

2) Payroll:

- Monthly payroll.
- Statutory payment.
- Payroll summary report.

3) Report:

- Bi-weekly recruitment reports for management.
- Monthly headcount report for HQ's tracking.
- Monthly Departmental cost report for finance on budget planning.
- Monthly Payroll checking report.

4) Administration:

- Planning on HR initiatives for retaining talent.
- New hire orientation and exit interview for resignee.
- Prepare official letters for employment confirmation

5) Other HR Role:

- Involve in HRD special projects i.e. Company Retreat planning & execution
- Involve in company's events and product launches
- Work closely with Singapore Human Resource team.

6) Achievement

- Draw guidelines and SOPs for overall Employee Handbook

Sep 2007 - Jan 2011
(3 years 4 months)

Human Resource Administrator

Symphony BPO Solutions Sdn Bhd

Monthly Salary

MYR 3,449

Symphony BPO Solutions Sdn Bhd, subsidiary of Symphony House Berhad, the Business Process Outsourcing company. Services provided are mainly, Financial, Human Resource, Customer Service, Telemarketing services. My employment with Symphony was from Sep 2007- Jan 2011 as HR Administrator, main job scopes include of Workforce planning & recruitment, Assist of Training & Development, Compensations Administration, Participation in ad-hoc activities: Jobfair.

1) Compensation & Benefits

- Dealing with staff and insurance vendor on medical benefits coverage.
- Work out yearly insurance budget.
- Review on monthly insurance billing for high cost medical treatment and request analysis report from insurance vendor.
- Update staff movement report.
- Weekly enroll and delete of new joined staff and resigned staff.
- Provide request documents to staff (employment confirmation letter).
- Keeping track of resignation, missing in action record and update payroll.
- Consult employees on outpatient and inpatient benefits.
- To drive and assist in the implementation / maintain / enhancement of Employee Self Service program

2) Payroll

- Monthly payroll function
- Prepare payroll calendar
- Statutory payment
- Prepare payroll summary report
- Prepare bank file
- Update monthly management report

3) Employee Relations

- Advice staff on hospital admission process.
- Handle group Hospitalization benefit.
- Organize festive events such as Christmas/CNY/Birthdays celebration and ensure staff engagement and participation
- Work as organizing committee in company-wide's annual Treasure Hunt & team building events
- Organize team dinner

4) Administration

- Follow up with reminder on confirmation evaluation reminder to managers.
- Prepare official letter to staff.
- Maintain staff personal files
- Prepare Payment Requisition for invoice received, keep track on payment
- Make sure employee's medical cards & medical claims are process by insurance company.

- Exit interview with resignee.
- Prepare headcount reports for operation directors on weekly basis.
- Organize weekly meeting with operation directors, operation managers and corporate human resource department.
- Prepare Minutes of meeting after meeting (MOM).

5) Recruitment

- Filter and screen out all potential candidates from Jobstreet.
- Arrange and interview all levels of candidate.
- First screening of candidate before hiring manager.
- Perform reference check on potential candidates.
- Prepare offer letter, relevant employees form for new hires.
- Arrange orientation for new hired.
- Register new hires, maintain report of existing employees, track employee's resignation, termination, promotions and transfer.
- Assist on Jobfair arrangement.

6) Communication

- Communicated wisely with Corporate Human Resource department which locate in different location.
- Update of employee details from time to time. E.g.: spouse update, new born baby.
- Communicating with different level management. E.g.: operations directors, operations managers, executive.

7) Achievement

- Implementation of Employee Self Service (ESS) System. Function included: e-leave, e-overtime, e-payslip etc.
- Created monthly budget tracker for Insurance billing.

Jun 2004 - Aug 2007
(3 years 2 months)

Personal Assistant to Director

Nextnation Network Sdn. Bhd.

Monthly Salary MYR 2,520

Nextnation Network Sdn Bhd, the Mobile software, Online community portal company. Which develop mobile content and social networking service. My employment with Nextnation Network was from June 2004- August 2007 as PA to Directors, main job scopes are as Directors' office administrator, manage monthly report, weekly meeting, research and development of new services and manage staff attendance.

1) Administrator

- Organize director's schedule of appointment, filing P&C personal files.
- Fully responsible for directors' office administration. E.g. keeping track of refreshment and stationaries.
- Handling customer calls and provide solutions. (when needed)
- Assist on preparing reports, coordination with HODs on reporting to Group's CEO.
- Organize HODs Meeting twice a month for every subsidiary to report to the Top Management.
- Consolidate all meeting agenda from respective subsidiary company as preparation on HOD Meetings.
- Record Minutes of Meeting (MOM) and distribute to all HODs within 1 week after meeting, including to all Board of Directors.
- Prepare CEO and COO claims each month.
- Prepare itinerary when travel needed for CEO and COO. (Booking air ticket, hotel, money changer if travel to different currency country, weather forecast)
- Dealing with different level of management.
- Assist COO to develop intranet, communities project.
- Join internal meeting on behalf of CEO and COO.
- Prepare Payment / purchase request.
- Filter all incoming calls / mails / documents before send in to CEO / COO.

2) Research & Development

- Research and Development on new products.
- Assist on drawing organization chart, flow plan on new projects.
- Monitoring Communities Projects update and Intranet development and get project done by the date given.

3) Human Resource

- Prepare weekly & monthly staffs attendance report.
- Assist on recruitment for CEO and COO.

Education

2004

Inti College Malaysia

Bachelor's Degree in Computer Science/Information Technology | Malaysia

	Major	Business and Information Technology
	Grade	Pass/Non-gradable
2001		
		Kolej Damansara Utama
		Diploma in Computer Science/Information Technology Malaysia
		Computer studies
	Major	
	Grade	Grade C/2nd Class Lower

Skills

Advanced	Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Easy Pay Payroll System, QuickPay Payroll System
Intermediate	Times Payroll System, SAP System

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written	Relevant Certificates
Chinese	8	7	-
English	7	7	-
Bahasa Malaysia	6	5	-

Jobstreet English Language Assessment (JELA)

Date Taken 15 Mar 2011

Score 30/40

Additional Info

Expected Salary	MYR 9,300
Preferred Work Location	Kuala Lumpur, Selangor, Putrajaya
Availability	Immediately after 2 weeks

About Me

Gender	Female
Address	C-13A-07, KONDOMINIUM ASEANA PUTERI, JALAN PUTERI 9/1, BANDAR PUTERI, PUCHONG, 47100, PUCHONG, Selangor, Malaysia