



PERSONAL INFORMATIONS

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Email : dilazain.mscoal@gmail.com
Age : 46
Nationality : Malaysia
Marital Status : Married
Availability : Immediately

CAREER SUMMARY

I have more than 15 years working experience in Human Resources in different industries and have acquired valuable experiences in companies where core business includes manufacturing, stock exchange, education and learning services, security, healthcare and aviation company.

ACADEMIC CREDINTIALS

Sijil Pelajaran Malaysia – Grade 1 (1984)
Diploma in Personnel Management & Industrial Relations (UK), 1992
Bachelor of Human Resources Management (MHRM) – UNISEL, 2013 (still study)
Certificate in Ticketing Airline in 1984
Advanced Certificate in Ticketing Airline in 1984
Advanced Certificate in Contractor Course in 2004

CAREER TRACK RECORD

Company	DZ CARD (MALAYSIA) SDN BHD
Position Held	Human Resource & Administration Manager
Term of Service	July 2010 till current
Type of Industry	Manufacturing

ROLES & RESPONSIBILITIES

To collaborate with the Human Resource Group based at Bangkok, Thailand and local HR department to provide the full spectrum of Human Resource & Admin functions including:

- Implementing HR strategies & Policies and ensuring the execution is in line with the Labour Law and Employment Act.
- Administrating Company pay policy, payroll and compensation and benefits management system, ensuring that all personnel receive the correct salary in a timely manner

- Formulate and implement Human Resource Policies and Procedures in line with the Company's business goal
- Formulate and implement hiring plan for the Company
- Managing full cycle of recruitment and selection process (e.g. manpower planning, sourcing method, screening, interview and hiring)
- To oversee the issue of contract/letter of appointment, variation and associated documentation and ensure appropriate action is taken in respect of staff changes
- To maintain and manage the appropriate records, manual and electronic up to date and in accordance with Data Protection requirements such as leave, work visas, medical allowance, payroll administration etc.
- To take responsibility when required for staff review, development and training
- Compensation Management : Lead salary planning and incentive planning for plant, keeping in line with the Company compensation philosophy.
- Managing staff disciplinary at work (e.g. conduct counselling session, maintaining disciplinary process such as show cause and warning letter)
- Formulate strategic planning for staff development (e.g. retention program, succession planning)
- Provide coaching, counselling and retention for employees and provide advice to the Managing Director on employment laws and interpretations
- Managing work permit new/renewal for expatriate and foreign workers according to KDN and Immigrations policies and regulations.
- Managing Company permits, certifications and licenses, and ensuring report and compliance are updated (e.g. submission of report to KPPK, or permits, FOMEMA etc), renewal of licenses etc.
- Maintaining office efficiency by planning and implementing office systems and equipment procurement
- Work closely with all departments across all regions in a consultancy role, assisting Managers and Directors to understand and implement policies and procedures
- Supporting with grievances/disciplinary hearing and implementing disciplinary procedures.
- Monitoring and managing Training Budget and HRDF contribution and usage and coordinate with Training Provider in utilizing government training grant.
- Plan and develop develop systems and procedures (SOP) to improve the operating quality and efficiency of the department
- Implementing Safety and Health Policy

KEY ACCOMPLISHMENTS

- Developed Employee Handbook
- Improved Performance Management (via proper task & target with objective and quantifiable measurement).
- Developed Guideline on Conducting Domestic Inquiry (procedure on investigation of disciplinary cases).
- Developed Guideline on Handling Sick Leave & Medical Certificate (reduced medical leave abuses).
- Developed procedure on Handling Disciplinary (reduced disciplinary cases such absenteeism, lateness, etc).
- Developed Guideline on Recruitment (improved interview and selection process)
- Developed Guideline on Handling Employee Probationary Period (ensure proper coaching and performance management of new recruit being carried out).
- Managed getting the approval from KDN for application of Foreign workers permit
- Recruited Local Workers and Foreign workers (Thailand) for production site.
- Revised of Employee Benefits & Compensation (improved employee benefits).
- Organized Company Annual Dinner / Team Building.

- Developed Policy & Procedure on Medical Claim (improved claiming process).
- Developed Orientation Kit (improved employee understanding on the company, its policy and procedures).
- Developed Training Agreement, Pre-Training Objective, Post Training Evaluation (ensure the investment on training to benefits company and employee development).
- Initiate, manage and coordinate the Teambuilding Programme in effort for better teamwork and increase staff motivation.

CAREER TRACK RECORD

Company	INDUSTRI KOSMETIK LIA SDN BHD (IKL)
Position Held	Finance & Administration cum HR Manager
Term of Service	June, 2000 – June, 2010
Type of Industry	Manufacturing

ROLES & RESPONSIBILITIES

As Finance & Administration cum HR Manager, I will be responsible of Providing Finance, Administration & Human Resources support and services to meet business requirements and working closely with line managers for quality services and solutions Leading the department to implement Human Resources initiatives and Managing the following Finance, administration and human resources core deliverables to support the achievement of the business objectives.

Human Resource

- Reporting to the Managing Director and Admin & Finance Director and lead the Finance, administration and Human Resources for Industri Kosmetik Lia (IKL) Group of Companies
- Responsible for all Human Resources functions such as Training & Development, Performance Management, Industrial Relations, Employee Relations and Compensation & Benefits.
- Presented HR management report to the top management of IKL Group of Companies on monthly basis.
- Owner and driver for workgroup key performance indicator and individual goal setting.
- Lead the Human Resources team continuously on HR process improvements for operational excellence.
- Responsible for internal communication within the Group to improve awareness and motivation of employees.
- Assist Management and Subsidiaries in matters pertaining to employee relation and compliance, SOP, business conducts, accountability and disciplinary procedures.
- Involved in planning, sourcing and recommending
- Revised of Employee Benefits & Insurance (GHS) (improved employee benefits and insurance coverage).
- Reviewing salary for new hires and staff promotion to ensure salary package is competitive within the industry.
- Managing payroll with increase efficiency by reviewing payroll processes and resolving "legacy" issues.
- Monitoring salary management through payroll budget monthly, to ensure the number of headcount and salaries of staff in every division as per budget and track/resolve variation, if any.
- Ensure salary payment processes and procedures as per Compliance requirements and in accordance with local statutory regulations.
- Managing and monitoring staff disciplinary issues and tardiness. Implementing disciplinary procedures.

- Managing labor relations issues. Provide labor issues review to the HQ Legal Division to ensure compliance and managing company's risk.
- Prepare, develop and design the employee handbook, forms related to human resources and general administration, human resource policies and operation manual, and the job descriptions for all positions for the hospital.

Finance & Administration

- Lead the Account Team
- Handle full set accounts up to P&L and balance sheet
- Responsible for timely reporting of monthly financial report with accuracy and completeness
- Finalization of monthly accounts, statutory audit, cash flow reporting
- Liaison with auditors, bankers, insurance agent, authority and various internal/external parties as and when necessary
- Assist in the standard cost setting, analysis, year/quarterly budgets.
- Involved in overall finance and accounting functions which encompass general accounting policies, collection & payments, stock takes etc.
- Formulation & implementation of new office policies & procedures. Purchase of office supplies from getting quotations from suppliers, preparation of Purchase Request, recommendation to Purchasing Committee, issuing Purchase Order & monitoring on delivery order.
- Maintenance of company assets. Prepare list of inventories & schedule for preventive & corrective.
- Insurance application / renewal for company assets & staff notebooks.
- Security / Cleanliness – random checks on cleanliness, alarm system, security door.
- Liaise with healthcare providers – administer medical / hospitalization claims.
- Liasing and appointing agents/stockists
- Responsible for the smooth running of the programme, academic planning and operations, managing of student affairs and programmes, and development for the subsidiaries "LIA BEAUTY SCHOOL"
- Stock control such as processing inventory adjustments/stock levels/audit
- Undertake any administrative / ad-hoc assignments from time to time assigned

KEY ACCOMPLISHMENTS

- Review and revised staff benefits – annual leave, hand phone allowance and medical entitlement as per the industry practice in December 2001
- Developed and lead the team for Training Analysis and prepared Training Plan for Y2010 for The IKL Group of Companies
- Lead a project for Archiving of files and documents in November 2009 for The IA Group
- Rolled out HR Activities Calendar for Year 2002, one activity in each month
- Rolled out Employee Climate Survey for The IKL Group of Companies in 2002
- Reviewing The IKL Group of Companies policies and procedures from time to time to accommodate the changing business requirements
- Improved staff discipline through proper control and monitoring system
- Monitoring and managing Training Budget and HRDF contribution and usage and coordinate with Training Provider in utilizing government training grant.

CAREER TRACK RECORD

Company	KUALA LUMPUR STOCK EXCHANGE
Position Held	Accounts Executive
Term of Service	Jan 1997 – May, 2000
Type of Industry	Stock Broking

ROLES & RESPONSIBILITIES

- Responsible for Management Corporation Accounting
- Equiring and compiling quotation and quantity taking-off
- Prepare progress claim, monitoring of project cost control effectively and finalization of account
- Planning and implementing all branding customer relations and marketing communications
- Review balance sheet reconciliation schedules monthly to ensure any reconciling items are investigated and resolved promptly.
- Perform AR & AP ageing, monitor and review collections and payments

CAREER TRACK RECORD

Company	P.G. BANDO (MALAYSIA) SDN BHD
Position Held	Administration / Purchasing Executive
Term of Service	March 1993 – December, 1996
Type of Industry	Manufacturing

ROLES & RESPONSIBILITIES

- Responsible for all Administration & Purchasing Executive job function and responsibility
- Review purchase planning / consumption from time to time
- Administration works like purchase and compile quotation for production's equipments
- Dealing with government departments for the licenses, labor matter etc
- Providing Personal Assistant duties to our Japanese Managing Director, Mr Seiji Okami such as arranged his appointments and meetings, flight and accommodation in Malaysia or overseas.
- Involved in the review and recommendation of an ideal organization structure and personnel, profile, defined job functional duties and responsibilities, carrying out a new salary structure and recommendation of an appropriate compensation package to all staff of the departments.
- Deal with raw material suppliers, equipment and part suppliers, federal, state and local government and regulatory agencies, outside contractors, customers and distributors.
- Responsible for sourcing, negotiating and purchasing of materials for production use.
- Prepare accurate and timely purchase order and cheque payment to suppliers upon approval
- Monitor and coordinate logistics needs for business trips, meeting schedules, video and teleconferences.
- In charge administrative procedures of the meetings (co-ordination and setting up)
- Secretary to Safety & Health Committee

CAREER TRACK RECORD

Company	AEROSPACE WAREHOUSING (M) SDN BHD
Position Held	Secretary cum Administrative Assistant
Term of Service	September, 1985 – March, 1989
Type of Industry	Aerospace Aviation

ROLES & RESPONSIBILITIES

- Administration works and secretarial duties
- Review vendor quotation / price and contact major suppliers for direct raw materials.
- Responsible for accounts and administration
- Handling EPF, Socso payments, records and correspondence
- Organizing conventions, seminars, travel, flights and accommodation and others activities.
- Manage and handle all aspects of local and overseas confidential correspondences
- Manage expenses claims
- Organize and maintain office filing system
- Handle confidential information and keep confidentiality at all times
- Producing and maintaining all office forms

PERSONAL TRAITS

- A detailed and meticulous person who possesses high degree of motivation in work performance. Independent and highly motivated with hands-on experience in work planning and execution of multi tasks.
- Possesses good inter relations and well versed in public relations skill. Strength as high quality team player in executing diversified duties.

SKILLS

- Computer : 1) Microsoft Office (incl. Words, Excel, PowerPoint, including WordsPerfect, Presentation, PhotoHouse), Ms Outlook.
- 2) UBS Accounting System, Quick Pay (Ver. 5.66),
- 3) Quick Book Accounting & Payroll System (USA)
- 4) Easy Pay Payroll System
- 5) Boss.Net Payroll System

LANGUAGE

English & Bahasa Malaysia (Written & Spoken)

TRAININGS / COURSES ATTENDED

Jan, 2013	:	BOSS Solutions Sdn Bhd BOSS.Net Payroll System – Human Capital Management System BOSS.Net Time Attendance Management System BOSS.Net Leave Management System
17 October, 2012	:	Jabatan Alam Sekitar, Kementerian Sumber Asli & Alam Sekitar Bengkel dan Latihan Hands-On Aplikasi Web
June, 2012	:	Predictive Index Management Workshop, Bangkok, Thailand
July 2010	:	dz Security Orientation Course (In-House Training)
2009 & 2010	:	HR Forum, at MIM KL
December 2006	:	Pembangunan Sumber Manusia Berhad Wilayah Persekutuan Kursus Menangani masalah Disiplin dan Prosedur untuk Mengendali Siasatan Dalaman (Domestic Inquiry).
July 2001	:	Malaysian Institute of Management Industrial Relations & Labour Law Simplified

SALARY

Current Salary	:	RM5,500.00 per month
Expected Salary	:	Negotiable

REFERENCES

Upon request.